

BBEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

[Charleston, South Carolina]

HEARING # 10-11113

APRIL 27, 2010

6:00 P.M.

DOCKET NO. 2009-489-E:

SOUTH CAROLINA ELECTRIC & GAS COMPANY - Application for Increases
and Adjustments in Electric Rate Schedules and Tariffs

TRANSCRIPT OF TESTIMONY
AND PROCEEDINGS

VOLUME 2

HEARING BEFORE: Elizabeth B. 'Lib' FLEMING, *CHAIRMAN*,
John E. "Butch" HOWARD, *VICE CHAIRMAN*; and COMMISSIONERS
David A. WRIGHT, G. O'Neal HAMILTON, Swain E. WHITFIELD, and
Randy MITCHELL.

ADVISOR TO COMMISSION: B. Randall Dong, Esq.

STAFF: Jocelyn G. Boyd, Interim Chief Clerk/Administrator; James
Spearman, Ph.D., Executive Assistant to Commissioners; Philip
Riley, Doug Pratt, and William O. Richardson, Advisory Staff; Patty
Sands, Executive Staff; and Jo Elizabeth M. Wheat, CVR-CM-GNSC,
Court Reporter.

APPEARANCES:

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GISSENDANNER, ESQUIRE, and MITCHELL WILLOUGHBY,
ESQUIRE*, representing SOUTH CAROLINA ELECTRIC & GAS
COMPANY, APPLICANT

TOM CLEMENTS, representing himself, INTERVENOR

*NANETTE S. EDWARDS, ESQUIRE, and SHANNON BOWYER
HUDSON, ESQUIRE*, representing THE OFFICE OF REGULATORY STAFF

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

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P R O C E E D I N G S

CHAIRMAN FLEMING: Good evening. We're delighted to have so many of you out tonight, and we are looking forward to hearing what all of you have to say.

At this time, first of all, I'd like to find out, are there any elected officials who are here this evening?

VOICE: Can't hear you.

CHAIRMAN FLEMING: You can't hear?

VOICE: No.

CHAIRMAN FLEMING: Can you hear now?

VOICE: Yes.

CHAIRMAN FLEMING: All right. Are you an elected official?

MR. PLATT: I am, yes.

CHAIRMAN FLEMING: Could you please stand up and introduce yourself, and if you have anything to say, we'd love to hear it.

MR. PLATT: Madam Chairman and members of the Commission --

CHAIRMAN FLEMING: Would you like to go over here [indicating] so that everybody can hear you?

MR. PLATT: Would you care for me to give my remarks?

1 **CHAIRMAN FLEMING:** Yes, please.

2 **MR. PLATT:** Madam Chairman, honorable members
3 of the Commission, my name is Eugene Platt.

4 I'm an elected member of the James Island
5 Public Service District Commission. We commend you
6 for providing this opportunity for public input
7 into SCE&G's proposed rate increase.

8 We sent a letter to you, dated March 9th, over
9 the signature of our Chairman, Mr. Don
10 Hollingsworth, and very promptly -- which is to say
11 two days later -- a reply was written, signed by
12 Daphne Duke, acknowledging receipt of it.

13 Among other things, the James Island Public
14 Service District provides fire service. We operate
15 four fire stations, and all these, of course, use
16 electricity. And we also provide wastewater
17 services. There are about 40 pumping stations, all
18 of which require electricity. I had the district
19 manager prepare an estimate of what the rate hike,
20 if approved, would cost the District, and the first
21 increment would be \$430 per month, the second
22 increment \$448 per month, the third increment \$493
23 per month, for a total of \$1,394 a month,
24 multiplied by 12 would be \$60,728 more per year
25 that it would cost the James Island Public Service

1 District to provide its essential services.

2 Naturally, we don't have a piggy bank for
3 this, and this great increase would be passed on to
4 our constituents and ratepayers, many of whom are
5 suffering, like so many people across this great
6 land. Some have lost their jobs, some of them are
7 losing their homes, and as you heard last night, so
8 many people spoke eloquently about these hardships,
9 and we would just reiterate what was in the letter
10 and ask you please to deny the request.

11 And we understand that this particular hearing
12 deals only with this particular request for a rate
13 hike, but we would hope that at some future date
14 that you would have public hearings on a request
15 from the people and entities like us for a rate
16 rollback. Thank you.

17 **CHAIRMAN FLEMING:** All right, thank you,
18 Commissioner Platt. Commissioner Platt, would you
19 like to enter that letter into the evidence of the
20 case?

21 **MR. PLATT:** I'm sorry. I didn't hear you.

22 **CHAIRMAN FLEMING:** Would you like to enter
23 that letter into the evidence of the case as a
24 hearing exhibit?

25 **MR. PLATT:** Yes.

1 **CHAIRMAN FLEMING:** All right. Well, we will
2 enter that into the evidence of the case as Hearing
3 Exhibit No. 4. And thank you so much for being
4 here tonight to speak for James Island.

5 [WHEREUPON, Hearing Exhibit No. 4 was
6 marked and received in evidence.]

7 **CHAIRMAN FLEMING:** At this time, I'd like to
8 introduce the Commissioners here this evening. At
9 my far left is Commissioner O'Neal Hamilton, and
10 then Commissioner David Wright, Commissioner Butch
11 Howard, who is our Vice Chairman; and to my far
12 right is Commissioner Swain Whitfield, and
13 Commissioner Randy Mitchell. And I am Lib Fleming,
14 and I'm Chair of the Public Service Commission.

15 At this time, I'm going to turn the mike over
16 to our attorney, Randall Dong, who will give us
17 information about the docket and a little bit about
18 the procedures for the evening.

19 **MR. DONG:** Thank you, Chairman Fleming. As
20 Chairman Fleming said, my name is Randall Dong, and
21 I'm a lawyer at the Public Service Commission, and
22 I'm here to just go over a few procedural matters
23 and to introduce this evening's hearing.

24 This is a public hearing for Docket No. 2009-
25 489-E, which is the South Carolina Electric & Gas

1 Company's application for an increase in rates and
2 charges.

3 Before we get started, I know you've probably
4 been asked this before, but I would like to ask you
5 all to please turn off your cell phones, your
6 Blackberries, any other audible alarms, so they
7 won't disrupt this important hearing.

8 And in just a minute, I'll be calling the
9 names of those of you who signed up to come forward
10 and to give their statements to the Commission
11 regarding the rate increase proposed by the
12 company. If you'll permit me, I'm going to call
13 you up two at a time, so that one person can be on
14 standby while the other speaks, and I think that
15 will help us to move things along and help make
16 sure that everybody who wants to have an
17 opportunity to speak will have that opportunity.

18 Tonight's hearing is part of the overall
19 process the Commission goes through when
20 considering a rate case. Just to give you a
21 summary of the process, the company files an
22 application for its requested rate change. Notice
23 of that request is then published to the public.
24 In a case like this one, the Commission sets up one
25 or more evening public hearings so the public may

1 be heard regarding concerns about the company's
2 application. There's another hearing set for
3 Thursday, May 6, 2010, at the Aiken Technical
4 College amphitheater, in Graniteville, South
5 Carolina. Also, beginning on Monday, May 24th, at
6 10:30 a.m. in the Commission's Hearing Room, at 101
7 Executive Center Drive in Columbia, the Commission
8 will continue the process by hearing from, among
9 other witnesses, accountants and engineers who have
10 analyzed the company's rate increase request. And
11 on that same evening, beginning at 6 p.m., the
12 Commission will hold another evening public hearing
13 at the same location, to provide further
14 opportunity for members of the public to be heard
15 regarding any concerns about the company's
16 application.

17 Tonight's hearing is about you. Our court
18 reporter is Jo Wheat, and she will record
19 everything that you say, and you will be sworn in
20 just as though you were in court. So, when I call
21 you up, please state your name and address after
22 being sworn in, and speak into the microphone.
23 This is your opportunity to place your thoughts
24 regarding the proposed rate increase on the record,
25 but this is not a time for you to ask the

1 Commissioners questions, because the Commissioners
2 cannot by law discuss the case with you or answer
3 any questions regarding the case. Representatives
4 of the Office of Regulatory Staff and SCE&G are
5 present, and they can answer your questions at the
6 conclusion of this hearing.

7 The Commission will continue to gather
8 evidence in this case until the conclusion of the
9 May hearing. After then, the Commission will
10 consider all the information that it gets from all
11 the hearings and will render a decision on the
12 matter on or before July 20, 2010. I do want to
13 mention that, because we want to give everybody a
14 chance to speak, the Commission has requested a
15 time limit of five minutes for each speaker.
16 Please recognize that there are quite a number of
17 speakers that have signed up to be heard, and so
18 you can really help us if you will tell us what you
19 want to tell us in a short period of time. And
20 please, if you would, please don't clap between
21 speakers. That will help us move along also.

22 I also want to tell you that you may be
23 subject to questions from the parties and the
24 Commissioners, and possible objections from the
25 parties. You need to remain at the podium for a

1 moment after giving your statement, so that any of
2 the parties or the Commissioners or the lawyers can
3 ask you questions.

4 And I also want to say that if you choose to
5 speak tonight, you will not be permitted to speak
6 again at other evening hearings or at the
7 Commission's offices in Columbia, unless otherwise
8 directed by the Commission. Our usual rule is one
9 bite at the apple. If you've filed as an
10 intervenor rather than as a public witness in this
11 case, we would ask you to please hold your
12 testimony until the May 24th hearing in Columbia.

13 If another person says what you want to say,
14 it's perfectly fine to decline to speak when it
15 becomes your turn, or to adopt the previous
16 person's testimony.

17 Now, I think I'd like to ask the attorneys and
18 the other parties to please introduce themselves.

19 **MR. BURGESS:** Madam Chairman and
20 Commissioners, my name is Chad Burgess, and with me
21 is Matt Gissendanner and Mitchell Willoughby. We
22 are members of the South Carolina Bar, and we
23 appear before you on behalf of South Carolina
24 Electric & Gas Company.

25 I'd also like to state for the Commission that

1 we have in attendance with us tonight other SCE&G
2 representatives who are from our Customer Services
3 Department. There are also folks from Corporate
4 Communications, as well as senior management. We
5 are here to listen to our customers' concerns, and
6 at the conclusion of the hearing we do have some
7 customer service representatives in the foyer who
8 will be happy to answer any questions or address
9 any concerns.

10 Finally, I'd like to also add that we placed a
11 continuing objection on the record last night, and
12 would ask that that objection be continued for this
13 proceeding.

14 **CHAIRMAN FLEMING:** All right. So noted.

15 **MS. EDWARDS:** Good evening, Madam Chairman, Mr.
16 Vice Chairman, members of the Commission.

17 **CHAIRMAN FLEMING:** Good evening.

18 **MS. EDWARDS:** My name is Nanette Edwards, and
19 I'm here on behalf of the South Carolina Office of
20 Regulatory Staff, a State agency. And here to my
21 left is Jeff Nelson, also an attorney with our
22 office.

23 I would also like to state that we have
24 representatives from our Consumer Services
25 Division. The Office of Regulatory Staff takes

1 complaint issues related to regulated utilities,
2 such as South Carolina Electric & Gas, and we are
3 here and will be here immediately after this
4 hearing, and will be available -- if you look to
5 your far left -- Brad, if you could raise your
6 hand?

7 **MR. KIRBY:** [Indicating.]

8 **MS. EDWARDS:** Thank you. Just come by and see
9 us, if you have any issues and would like to talk
10 to us.

11 I would like to take a moment to briefly
12 respond. We would also state on the record we
13 would like to adopt our statement from the other
14 night. We would want to respond to any --
15 obviously, any filing made by the company regarding
16 testimony that they are opposed to.

17 **CHAIRMAN FLEMING:** All right. So noted.
18 Thank you.

19 **MR. DONG:** Are any of the intervenors present?
20 Mr. Clements?

21 [No response]

22 **MR. DONG:** He must be outside.

23 **CHAIRMAN FLEMING:** Okay. All right. With
24 that having been said, we are now ready to begin
25 hearing from the witnesses here tonight. If you

1 could call the first person to the stand.

2 **MR. DONG:** I'm going to call Herb Cunningham.
3 And Ms. Sandra Burley, please come and be on
4 standby.

5 [Witness sworn/affirmed]

6 THEREUPON came,

7 **H E R B C U N N I N G H A M ,**
8 who, having been first duly sworn/affirmed, testified as
9 follows:

10 **WITNESS:** Herb Cunningham, 2736 Bonds Avenue,
11 North Charleston, South Carolina.

12 **CHAIRMAN FLEMING:** Before you begin, I just
13 wanted to mention, we talked about the five-minute
14 rule. And Ms. Boyd, the Director of the Public
15 Service Commission, is keeping that for us. So, if
16 you hear a noise go off, that's what it is. I
17 jumped two or three times last night when it went
18 off, so I don't want you to be surprised.

19 **WITNESS:** My name is Herb Cunningham, and I'm
20 representing AARP of South Carolina. Jane Wiley
21 and Teresa Arnold were supposed to be here this
22 evening but because of commitments that the AARP
23 has dealing with the healthcare issues, they asked
24 me to speak here. It's a small letter that we
25 have. It's directed to the Public Service

1 Commission of South Carolina, attention Docketing
2 Department, Post Office Drawer 11649, Columbia,
3 South Carolina 29211.

4 "AARP of South Carolina submits the following
5 comments regarding the rate increase submitted by
6 South Carolina Electric & Gas in the above-
7 referenced docket. AARP is a nonprofit,
8 nonpartisan membership organization with more than
9 530 [sic] members in South Carolina, dedicated to
10 making life better for people 50 and over. We
11 provide information and resources, and engage in
12 legislative, regulatory, and legal advocacy.

13 "AARP of South Carolina is very concerned with
14 the potential impact of South Carolina Electric &
15 Gas's rate increase proposal and the impact it will
16 have on our members or other SCE&G customers.
17 According to the information in *The State* newspaper
18 and other news sources, SCE&G has approved -- has
19 been approved for a 2.5 percent rate increase
20 annually for the next decade, following a 4.4
21 percent rate hike in 2008. Further, it was
22 reported that the new rate hike will boost
23 potential residential power bills for the average
24 SCE&G customer by \$140 a year by July 2011.

25 "SCE&G customers currently pay \$118 per 1,000

1 kilowatt-hours of monthly usage. In comparison,
2 Duke customers pay \$93 for 1,000 kilowatt-hours
3 following its recent rate increase. The rate
4 boost, if granted, would raise the bill for 1,000
5 kilowatt-hours to \$130. SCE&G has rates higher
6 than other investor-owned utilities, as well as
7 publicly owned Santee Cooper. This in a state that
8 has the 47th lowest per capita income as compared
9 to all other states, according to the 2007 US
10 Census Bureau report.

11 "It's hard to conceive that the 700,000 South
12 Carolinians on Social Security who did not receive
13 a cost-of-living increase," and if you're in the
14 State pension plan, this applied to you too, "in
15 2010 for the many retirees who saw their nest eggs
16 melt away, they now face a potential rate increase
17 that would allow SCE&G an 11.6 rate of return.
18 SCE&G should not place this additional burden on
19 its customers at a time of hardship for so many.

20 "This case is important to AARP members who
21 are already struggling to pay their utility bills.
22 For older South Carolinians, particularly, to have
23 air conditioning during the summer and heat during
24 the winter at an affordable rate is absolutely
25 necessary. Older Americans are particularly

1 vulnerable to rapid increases in energy costs.

2 Although they consume approximately the same amount
3 of energy as do young people, older people devote a
4 higher percentage of total spending to residential
5 energy costs. This may be because older people
6 spend a greater portion of their income in heating
7 costs, even after adjusting for winter and home
8 size. Lower-income, older households spend an
9 average of 13 percent of their income on
10 residential energy. However, about one out of
11 every four low-income households spends 19 percent
12 or more of their income on energy bills. Too
13 often, low-income older people must choose between
14 risking their health and comfort by cutting back on
15 energy expenditures, and reducing spending for
16 other basic increases [sic].

17 "We are asking the rate increase be denied at
18 this time. AARP of South Carolina will make sure
19 that our members are aware of the public hearings
20 that will be held concerning this issue and
21 encourage them to make their concerns known.

22 "Sincerely, Jane Wiley, State Director, AARP."
23 Thank you, Madam Chairman.

24 **CHAIRMAN FLEMING:** Mr. Cunningham, if you
25 could just stay at the podium for a minute.

1 **WITNESS:** Yes, ma'am.

2 **CHAIRMAN FLEMING:** Would you like to enter
3 that letter into the evidence of the case?

4 **WITNESS:** Sure. I definitely would.

5 **CHAIRMAN FLEMING:** All right. Well, that
6 would be entered into the evidence of the case as
7 Hearing Exhibit No. 5.

8 [WHEREUPON, Hearing Exhibit No. 5 was
9 marked and received in evidence.]

10 **CHAIRMAN FLEMING:** And if you'd wait to see if
11 any of the parties have any questions. Do any of
12 the parties have questions?

13 **MR. BURGESS:** We have no questions, Madam
14 Chair.

15 **MS. EDWARDS:** No questions.

16 **CHAIRMAN FLEMING:** All right. Commissioners.

17 **WITNESS:** Thank you for your time.

18 **CHAIRMAN FLEMING:** Just a minute.
19 Commissioners, are there any questions?

20 [No response]

21 **CHAIRMAN FLEMING:** No questions. Okay, now
22 you may be excused.

23 [WHEREUPON, the witness was excused.]

24 **MR. DONG:** Ms. Burley?

25 [Witness sworn/affirmed]

1 THEREUPON came,

2 **S A N D R A B U R L E Y ,**

3 who, having been first duly sworn/affirmed, testified as
4 follows:

5 **WITNESS:** My name is Sandra Burley. I live at
6 324 Spring Hill Lane.

7 **CHAIRMAN FLEMING:** Could you pull the
8 microphone down just a little bit?

9 **WITNESS:** [Indicating.] I live at 324 Spring
10 Hill Lane, Mount Pleasant, South Carolina, that's
11 the Longpoint Subdivision.

12 I've never done any kind of public speaking
13 like this. So if I'm a little nervous, please
14 forgive me.

15 **CHAIRMAN FLEMING:** Oh, you're doing fine.

16 **WITNESS:** The spokesman for SCE&G says that
17 this rate hike increase will cost the average
18 homeowner or residential customer about \$140 a
19 year. That might not be a lot of money for someone
20 who is making \$200 million a year, but for a lot of
21 my friends and neighbors, that \$140 represents a
22 couple of weeks' worth of groceries or an entire
23 year's clothing budget.

24 This impact is not only going to be on the
25 residential customers; it's going to be on

1 commercial customers, as well. People who own
2 clothing stores and grocery stores are not going to
3 have any choice but to pass on their increased
4 costs to the customers, to the little people. So
5 that \$140 is not going to just be going out to the
6 electric company, it's going to be going out in
7 increased costs for food, for clothing, for the
8 necessities. Electricity is not a luxury, it's a
9 necessity.

10 Every increase, as I understand it, that SCE&G
11 has requested in the past has pretty much been met
12 with very little opposition. I'm hoping that the
13 turnout that we have for this increase, and the
14 fact that I'm holding over 1,000 signatures on a
15 petition that I'm currently circulating, will bring
16 to the attention of the regulatory commission how
17 important it is to deny this rate hike.

18 I'm a SCANA stockholder, and in these tough
19 economic times I'm willing to forgo my dividends,
20 my increase in dividends, for the sake of members
21 of my community, until we get things in better
22 shape here again. Electricity is not a luxury, it
23 is a necessity. Thank you, very much.

24 **CHAIRMAN FLEMING:** All right. The petitions,
25 are those ready -- are you wanting to enter those

1 tonight?

2 **WITNESS:** I have about 1,000 signatures so
3 far, collected. I would like to continue
4 collecting signatures until a few days before the
5 Columbia hearing. I'd be happy to turn in what I
6 have now if you can -- that would be good, or I can
7 wait.

8 **CHAIRMAN FLEMING:** Just wait until you have
9 all that you would like to turn in.

10 **WITNESS:** Okay.

11 **CHAIRMAN FLEMING:** All right. Are there any
12 questions from the parties?

13 **MR. BURGESS:** We have no questions, Madam
14 Chairman.

15 **CHAIRMAN FLEMING:** Okay.

16 **MS. EDWARDS:** No questions.

17 **CHAIRMAN FLEMING:** Commissioners?

18 [No response]

19 **CHAIRMAN FLEMING:** All right. You may be
20 seated.

21 **WITNESS:** Thank you for your time.

22 **CHAIRMAN FLEMING:** Thank you.

23 [WHEREUPON, the witness was excused.]

24 **MR. DONG:** I said I would call two at a time,
25 and I didn't do it. Fran Gossett, and next in line

1 would be Joe Johnson.

2 [Witness sworn/affirmed]

3 THEREUPON came,

4 F R A N G O S S E T T ,

5 who, having been first duly sworn/affirmed, testified as
6 follows:

7 WITNESS: My name is Fran Gossett. G-o-s-s-e-
8 t-t. I live at 7817 Spring Creek Road in North
9 Charleston. I've been living there five years.
10 Prior to that, I lived in Mount Pleasant for 38
11 years.

12 I am here on behalf of my family and my
13 friends. First of all, the unemployment rate right
14 now is just outrageous. It's 12.2 in South
15 Carolina. It's just unbelievable. We can't have
16 this. My husband is retired. He's had a couple of
17 heart operations. I am a heart patient, too. And
18 with our medical bills, just one month, every month
19 is over \$400. This past winter while he was home,
20 and of course I'm working, my son came by one day
21 and he says, "Do you know it's cold in this house?"
22 And he goes, "That's all right, I'm in a
23 sweatshirt, warm wool socks, and a blanket." Just
24 for the idea being on a fixed income is
25 unbelievable, because with the health increase,

1 plus now you're turning around and you're asking us
2 to help you with your taxes on your land, for the
3 cutting of the trees, your shareholders. Right
4 now, I think you should just hold off for a while
5 until we get something going.

6 In North Charleston, we are so happy that
7 Boeing has come along. The Navy Yard, both my
8 husband and I worked there, and we thought, "Oh, my
9 God, we are not going to get another job, that's
10 it," back in 1995. But, we did. With the shipyard
11 gone, we did find places. We were here during
12 Hugo. I didn't have electricity for four months.
13 Absolutely miserable. So, definitely I want my
14 electricity. When I moved here, when I got married
15 43 years ago, I said, "We will never have an
16 argument over an electric bill, because I want to
17 be comfortable." But right now, financially, this
18 whole unemployment situation, the cost of living --
19 where I work, we have not had a cost-of-living at
20 all in over three years. My husband did not get
21 one in Social Security. He did not get one out of
22 State retirement. No cost-of-living. It's out of
23 the question.

24 Another thing that I would like to add, the
25 population rate has absolutely jumped unbelievably

1 since 2009. Mount Pleasant has gone from 24.16
2 percent, downtown Charleston is 11.58. Right now
3 North Charleston is at 9.85, without Boeing.
4 They're going to probably bring more in. I just
5 can't realize that the growing since Hugo of the
6 housing development that is here in this area,
7 everybody I know has lights on in their houses.
8 Some people pay between \$200 to \$500. I can't
9 figure out what you're doing with the money, that
10 you're coming to us now and asking for more. This
11 is just unbelievable.

12 I know you have stockholders and you send a
13 yearly letter, I guess, to them, and you have a
14 breakdown on what you spend it on. Is there
15 anywhere that we, the public, can go in and see a
16 breakdown of what you spend the money on? It would
17 help us, I think, a little bit, to understand the
18 reasoning. It's hard for us to look -- like when I
19 lived out on Sullivan's Island, raised my children,
20 and to see that you have this beautiful place over
21 there, but I can't go in there because I'm not an
22 SCE&G employee. You have a place on the lake. We
23 can't go there; it's SCE&G property. It's just
24 hard for us to understand why it seems like we are
25 feeding you. We have a war that's going on -- that

1 definitely we want our boys to come home. But, is
2 there some way that you can please hold off a
3 little bit longer.

4 This nuclear power plant, I think you should
5 hold off until we can get better on that, too.
6 And, I'm sorry that I went over.

7 **CHAIRMAN FLEMING:** You can complete your
8 thoughts, if you still have something to say.

9 **WITNESS:** Oh. Basically, that's the only
10 other thing I would like to bring up, because you
11 said you can't answer any questions. I do have
12 questions, but I guess I'll have to go to Columbia
13 for those.

14 **CHAIRMAN FLEMING:** Well, or you can, after the
15 hearing tonight, you can go to the parties and ask
16 those questions.

17 **WITNESS:** Okay. Are y'all finished with me?
18 Can I sit down?

19 **CHAIRMAN FLEMING:** Are there any questions?

20 **MR. BURGESS:** We have no questions of Ms.
21 Gossett.

22 **MS. EDWARDS:** No questions.

23 **CHAIRMAN FLEMING:** Commissioners?

24 [No response]

25 **CHAIRMAN FLEMING:** No questions. All right,

1 you may be seated.

2 **WITNESS:** Thank you, ma'am.

3 [WHEREUPON, the witness was excused.]

4 **MR. DONG:** Mr. Johnson? And behind him,
5 Robert Sharp.

6 [Witness sworn/affirmed]

7 THEREUPON came,

8 **J O E J O H N S O N ,**

9 who, having been first duly sworn/affirmed, testified as
10 follows:

11 **WITNESS:** Good evening. I'm Joe Johnson, at
12 38 Romney Street, right here in Charleston, and I
13 appreciate this opportunity to talk to you.

14 My little notes say here -- I've always liked
15 SCANA, SCE&G. It's always been a household word
16 and everything, but I think enough is enough. I
17 mean, enough is enough. There's sort of, as I
18 understand it, a 2 percent built-in, kind of levy,
19 coming along with different rates and things that
20 we are paying. I don't see how --

21 **CHAIRMAN FLEMING:** Mr. Johnson, it's hard for
22 us to hear. Could you just lift the mike up so
23 that we can --

24 **WITNESS:** I'm so sorry, because I talk so loud
25 anyway. Okay [indicating], yes, ma'am.

1 **CHAIRMAN FLEMING:** That's much better.

2 **WITNESS:** So I don't have much time for what
3 I'm going to say, so, like I say, I've always
4 enjoyed and liked SCE&G. It's like a household
5 word. It's a good company, and but I am now saying
6 enough is enough. In other words, they have an
7 automatically built-in 2 percent rate increase, as
8 I understand it. There was one that came down
9 since '08 that was also more than 2 percent, by
10 about 5 percent. So I think that what is at work
11 should be able to go down.

12 My suggestion is if SCANA can't make their
13 ends meet -- if SCANA can't make their ends meet,
14 then they just need to change the management out on
15 the company, because someone is doing something
16 wrong, okay? I mean, if I can't run a company,
17 then someone's going to replace me. If you can't
18 run your company, you get replaced. I mean, you
19 can't just go around saying, "I'm going to do so-
20 and-so." So, they either need to get new managers
21 in, if necessary, drop the dividend. Drop the
22 dividend on SCANA stock. Do that. They've had
23 huge high dividends for years and years and years.
24 Everyone knows it's a great stock.

25 So, just like they're federally mandated, I

1 think is a really, really lame excuse. I mean,
2 everything is federally mandated, but I mean, when
3 was that law written, what is the compliance on
4 that law. And then what it says is to trim trees.
5 They're out there trimming trees now, anyway.

6 All right. So the way it's done in most large
7 businesses is that you borrow against the future
8 revenues. You don't just say I have to have this
9 right now, so I can charge you now for something.
10 In other words, when you spend \$100 million, you
11 amortize that over a period of time. You use bonds
12 and things like that. This is how most of the
13 things are done like that.

14 And also, I think it's kind of a shame that --
15 like I say, I like SCE&G, but we've granted them
16 monopoly status. They have the sole power. They
17 have us, and I think that's really -- maybe you
18 should look into that as Commissioners. Maybe we
19 should be able to buy our power, you know. I don't
20 know, deregulation might be bad, but anyway, I'm
21 going to say that enough is enough. I think they
22 have enough to operate on. I totally agree with
23 the lovely lady that spoke here just before me.
24 And, that's about what I want to say. I think
25 we're paying enough to the power company, and we

1 can turn it off, you know, you just turn the switch
2 right off. There's other ways to fight, but I
3 think fair is fair. If you get it too high, it
4 hurts the industrial sector of the country and our
5 economy. You know, we have -- look right now
6 [indicating]; we're using up electricity. So, I'm
7 through speaking, but thank you for this
8 opportunity so much.

9 **CHAIRMAN FLEMING:** Thank you for being here.
10 Are there any questions for Mr. Johnson?

11 **MR. BURGESS:** No questions.

12 **MS. EDWARDS:** No questions.

13 **CHAIRMAN FLEMING:** Commissioners?

14 [No response]

15 **CHAIRMAN FLEMING:** No questions. You may step
16 down. Thank you.

17 [WHEREUPON, the witness was excused.]

18 **MR. DONG:** Mr. Sharp, and then after him, Ms.
19 Diane Wall.

20 [Witness sworn/affirmed]

21 THEREUPON came,

22 **R O B E R T S H A R P ,**
23 who, having been first duly sworn/affirmed, testified as
24 follows:

25 **WITNESS:** My name is Robert Sharp. I live at

1 1335 Hopton Circle, Mount Pleasant. I'm a 69-year-
2 old retiree. I've been a Mount Pleasant resident
3 for 14 years and an SCE&G customer during my South
4 Carolina residency.

5 Unlike other places where I can choose to take
6 my business, I have no choice in the company for my
7 electricity needs; it is SCE&G. During our time
8 here, we have downsized in almost every way,
9 including our home. We have reduced our power
10 usage to keep our costs in line with our income. I
11 rarely run heat in the winter and postpone putting
12 air-conditioning on until about June 1st. We've
13 replaced most of our light bulbs with energy
14 efficient CFLs. We've worked consciously to reduce
15 our costs in many other ways.

16 My income during 2010 has not increased, nor
17 will it increase by one penny. And so we have to
18 live within that income, period. I'm requesting
19 the Public Service Commission not approve the 9
20 percent-plus rate increase presently before you.
21 We are already enduring an increase to fund new
22 power plants, as has already been mentioned, and we
23 cannot sustain an additional increase at this time.
24 Please, send a message to SCE&G that they too must
25 live within their present income. Please do not

1 approve this request. And when they appeal, which
2 they surely will do, resend the message until they
3 get it.

4 Thank you for tonight's hearing and the chance
5 to express my feelings and concerns.

6 **CHAIRMAN FLEMING:** Thank you, Mr. Sharp. Are
7 there any questions of Mr. Sharp?

8 **MR. BURGESS:** No questions.

9 **MS. EDWARDS:** No questions.

10 **CHAIRMAN FLEMING:** Commissioners?

11 [No response]

12 **CHAIRMAN FLEMING:** No questions. All right.
13 Thank you.

14 **WITNESS:** Thank you.

15 [WHEREUPON, the witness was excused.]

16 **MS. WALL:** I'll decline. I'll let my husband
17 speak.

18 **MR. DONG:** I'm sorry?

19 **MS. WALL:** Diane Wall.

20 **MR. DONG:** Okay. Tony Wall, and after him,
21 W.H. Rose.

22 [Witness sworn/affirmed]

23 <

24 <

25 <

1 THEREUPON came,

2 T O N Y W A L L ,

3 who, having been first duly sworn/affirmed, testified as
4 follows:

5 WITNESS: My name is Tony Wall. I live in the
6 City of North Charleston. I'm here mainly to
7 oppose the rate increase by South Carolina Electric
8 & Gas. I'm going to make mine very brief. If the
9 residential rates go up, the business rates go up
10 also. And they pass that off, you know Food Lion,
11 Wal-Mart, and whatever. They pass those rates on
12 to their customer, which is us. So, we're going to
13 get more than a 9.5 -- excuse me, a 9.52 percent
14 increase. It's going to be a lot more than that.

15 And another thing is, 11 percent of the rate
16 goes to SCANA's investors. Why should -- if
17 SCANA's investors feel like they should get a rate
18 increase on their investments when -- with the
19 economy, there are people in other investments
20 that'll lose money or not even make any at all.
21 So, let the investors stay where they are at. They
22 don't need to make a profit, an additional profit
23 on what they got.

24 You know, we always cut back on our
25 electricity. They say conserve, and conserve, and

1 we conserve. When we conserve, if the utilities
2 don't get -- if they don't get the profits, so they
3 want to raise our rates. So, you know, why are you
4 making out, it's just -- you can't win. So, like I
5 said, I'm going to make it short. I'm here to
6 oppose it, and the only thing I can say is if you
7 all grant this, don't worry about the mule, just
8 load the wagon.

9 [Laughter]

10 **CHAIRMAN FLEMING:** Okay, thank you. Are there
11 any questions of this witness?

12 **MR. BURGESS:** No questions.

13 **MS. EDWARDS:** No questions.

14 **CHAIRMAN FLEMING:** All right. Commissioners?

15 [No response]

16 **CHAIRMAN FLEMING:** No questions. Thank you.

17 **WITNESS:** Thank you for your time.

18 **CHAIRMAN FLEMING:** Thank you.

19 [WHEREUPON, the witness was excused.]

20 **MR. DONG:** W.H. Rose, and then Sara Johnson.

21 [Witness sworn/affirmed]

22 THEREUPON came,

23 **W. H. R O S E ,**

24 who, having been first duly sworn/affirmed, testified as
25 follows:

1 **WITNESS:** W.H. Rose, P.O. Box 41614, North
2 Charleston 29423. Good afternoon.

3 **CHAIRMAN FLEMING:** Good afternoon.

4 **WITNESS:** There's a book out, *The Least of*
5 *These* by an Alabama lawyer. When she wrote the
6 book, she was going to school for Ministry. I
7 think we need to read that. You need to read it.
8 It talked about taxation, how Alabama's taxation
9 laws were so wrong, in that the poor stayed poor
10 and the rich got richer.

11 Now we come to us. We hear Third World
12 standards, and we say not in America, but you've
13 given us a Third World, because you have pushed us,
14 and you all can expect but so much, and you're
15 telling me I must pay for nuclear power?

16 [Laughter]

17 **WITNESS:** I must pay for every housing
18 development that you did not tax the developer
19 upfront? And then I must pay for all the
20 businesses you bring into this area, to the State?
21 How do you think you sound?

22 [Laughter]

23 **WITNESS:** Don't laugh, because I'm for real.

24 **VOICE:** Right.

25 **WITNESS:** And then you've got the audacity to

1 sit up here and say, "I don't care what you say,
2 I'm going to do it anyhow," with your minimum
3 \$1,500 suit on and your minimum \$500 or \$250 shoes.
4 You, to me, is like corporate America with the cars
5 coming to Congress. You don't have -- all you want
6 to do is hear me cry and then you say, "Sock it to
7 'em." Wrong answer.

8 Multiple housing developments and no levy on
9 the developers, and now you've got a housing slump.
10 The people can't pay, but yet still they got to get
11 out. You've got new factories and businesses and
12 no levy, but the facilities and no operations.
13 Y'all messed up and now I got to pay? I'm not Wall
14 Street, I'm not Main Street. I'm the back street.
15 And you telling me after I've done put you up on my
16 shoulder for years -- and I'm speaking for my
17 generation and the generations that preceded me --
18 now I got to pay for you to keep on moving and for
19 your grands and your great-grands? This ain't
20 service. Community service? No, no, no, no.
21 What y'all doing? You can only spend one dollar at
22 a time. You can only sleep in one bed at a time
23 and eat one meal at a time.

24 If I've got medical problems that require me
25 to utilize electricity, I can't, because you

1 already priced me out of the market. If I've got
2 children, they can't stay home, they can't go
3 nowhere. I can't pay it, and I can't work, because
4 you priced me out the market. I ain't got no job
5 and I can't do welfare -- why, because you priced
6 me out. So, what you doing? You want somebody
7 else to come in? Huh? You're taking all my
8 earnings. I can't pay rent and pay utilities too.
9 So, somebody please talk to me. Yes, I am angry.

10 [Applause]

11 **WITNESS:** You've got stockholders -- as the
12 young lady said, she'll forgo her dividend. You
13 hear that, she's going to forgo her dividend.
14 Y'all better have it minus, because you're asking
15 me, the poor man, to give you a hand up again? It
16 don't sound right. And then y'all got the audacity
17 to tell me that y'all don't want federal money?
18 When they say stimulus, y'all say, "Well, I ain't
19 going to do that"? I think y'all better rephrase.
20 Somebody better rewrite the rates for you to do
21 what you need to do to get the money, and not off
22 our backs.

23 [Applause]

24 **WITNESS:** We're getting welfare. I'm ready to
25 go and sign up for my welfare. When you say Social

1 Security -- they say fixed income, but it ain't
2 nothing but welfare. SSI checks, it's still
3 welfare, and that's what you got in this area. So,
4 you're pushing me out. If I own a home, I can't
5 pay but so much, so much, so much, so much. I
6 can't eat but so much. I can't do but so much.
7 So, I'm out, but you want them to come in. Private
8 enterprise, I guess that's the new citizen for the
9 State of South Carolina. Merciful Father.

10 Once upon a time you used to have bus service.
11 I was the recipient of that. I had to run and
12 catch that bus, but I caught that bus, and I got to
13 work and got wherever we wanted, and it was within
14 our pockets. It's out of our pockets. Everybody
15 on the street, y'all are part of that because y'all
16 put your underground cables, so you don't even
17 factor that in. So, what y'all going to sue for,
18 to gouge money out of my pocket? Huh? That don't
19 make sense. Y'all don't make sense in here today.
20 And I am ashamed.

21 Third World country, let's talk about that.
22 Look in Africa, Ghana and Nigeria, the lights cut
23 off at a certain time through the day. Matter of
24 fact, it can be off all day. People that benefit
25 are those that have generators. And then they come

1 on for about an hour and a half in the morning.
2 Water and electricity, they're affected. And
3 that's what y'all are getting ready to do with us,
4 those of us who can't afford it. That's the bottom
5 line. And everybody in England -- go back -- go to
6 England and get the meter boxes where you have to
7 put in coins so that you can have a certain amount
8 of electricity extended. That's what you're doing,
9 and that is Third World.

10 [Applause]

11 **CHAIRMAN FLEMING:** Mr. Rose?

12 **WITNESS:** Yes, ma'am.

13 **CHAIRMAN FLEMING:** If you could just wait a
14 minute to see if there are any questions for you.
15 Are there any questions from the parties for Mr.
16 Rose?

17 **MR. BURGESS:** We have no questions for Mr.
18 Rose.

19 **MS. EDWARDS:** No questions.

20 **CHAIRMAN FLEMING:** Commissioners?

21 [No response]

22 **CHAIRMAN FLEMING:** All right, you may sit
23 down.

24 [WHEREUPON, the witness was excused.]

25 **CHAIRMAN FLEMING:** Let me -- before you begin,

1 I just want to remind you, this is a hearing. It's
2 not like a city council meeting or county council.
3 I know you feel very strongly, and there are a lot
4 of emotions about this. But if you could just
5 refrain from clapping or cheering, to keep the
6 decorum, we would appreciate it. Thank you.

7 MR. DONG: After Ms. Johnson, we have Eugene
8 Platt.

9 CHAIRMAN FLEMING: He spoke at the beginning.

10 [Witness sworn/affirmed]

11 THEREUPON came,

12 S A R A J O H N S O N ,

13 who, having been first duly sworn/affirmed, testified as
14 follows:

15 WITNESS: My name is Sara Johnson. I live at
16 23 Piedmont. I'm only here today to speak for --
17 to speak for my people. I have experienced, over
18 the last three years, on Piedmont, where I couldn't
19 run my AC, I couldn't have my lights on -- my
20 lights were on. I'm going to keep the light on,
21 because if you don't pay SCE&G, they're going to
22 cut it off. And I spend a winter with no heat, no
23 -- summer, no cool breeze, because I can't afford
24 it. And you're not really concerned about me. Now
25 you want to raise the electric again? What am I

1 going to do? I'm on a fixed income, medicine and
2 all.

3 My people was supposed to be your people also.
4 We are the ones that's going to suffer because, no
5 matter what we say here tonight, you're still going
6 to have the last say. You know, it's just like --

7 [Applause]

8 **WITNESS:** It's just like Samson. The Bible
9 says Samson and Gomorra -- when Jesus says, "Moses,
10 go down there and tell them to let my people go."
11 What Caesar's, render to Caesar; what is of God,
12 render to God. Well, you're a Caesar, and we are
13 children of God. We got to pay it or we got to
14 leave it. So, I'm one that's caught in between. I
15 have to pay it.

16 **CHAIRMAN FLEMING:** Thank you, Ms. Johnson.
17 Are there any questions?

18 **MR. BURGESS:** No questions.

19 **MS. EDWARDS:** No, thank you.

20 **CHAIRMAN FLEMING:** Commissioners?

21 [No response]

22 **CHAIRMAN FLEMING:** All right. Thank you, Ms.
23 Johnson.

24 **MR. DONG:** Mikell Myers and Loretta Young.

25 [Witness sworn/affirmed]

1 THEREUPON came,

2 M I K E L L M Y E R S ,

3 who, having been first duly sworn/affirmed, testified as
4 follows:

5 WITNESS: My name is Mikell Myers. I live at
6 2549 Jonah Street, North Charleston, South
7 Carolina.

8 CHAIRMAN FLEMING: Could you pull the mike a
9 little closer, please?

10 WITNESS: Is that better?

11 CHAIRMAN FLEMING: Yes, I think so.

12 WITNESS: It's apparent that everybody's bill
13 is, you know, like \$300 or \$400 a month. I just
14 want to know how come everybody's bill is the same.
15 I mean, I live alone and you guys a multi-family,
16 and I don't use that much electricity, and they say
17 they're trying to cut down too. Everybody's bill
18 seems to be the same, \$300 to \$400 a month. And
19 yes, SCE&G, they know that, and they try to be like
20 you can get on a payment plan or this and that.
21 And it's like every month, you know, you make a
22 payment, but once past the second payment, that
23 whole total is due and if you don't have that
24 total, your power gets cut off.

25 The rate increases. They just increased it

1 like 2.5 percent or whatever like four or five
2 months ago, and they're asking for another rate
3 increase? How does this help me? I mean, where is
4 it going? Is it going all towards nuclear power
5 plants or whatever like that? And I believe that's
6 just an excuse for them to do just what they want
7 to do.

8 And after this rate increase, who says they
9 don't have something else come up for another rate
10 increase? I feel this is just a way for SCE&G to
11 show that they, you know, show how big a bully they
12 are since they're the only ones on the block. We
13 can't go to nobody else. We can't go to Berkeley
14 Electric or any other thing. It's just SCE&G and
15 that's it, which shows that they don't care and
16 they don't consider the problems that we go through
17 with all this. I think that it's wrong for them,
18 and it's unreasonable for us to pay these prices
19 every month.

20 If we comply to the -- they say turn the
21 temperature down to 68, or 78 in the summertime or
22 whatever like that. If we do that, it's still the
23 same. It's like, you know, every time I comply, if
24 I do this, unplug everything, my bill still comes
25 up \$300, \$400 a month. So, it's like -- which

1 makes me believe that, you know, they're not even
2 following the bills. I mean, there's no possible
3 way. If we're doing everything like they say to do
4 and the bill is still the same, where's that come
5 from?

6 It's like, you know, maybe I should just turn
7 everything off in the house, live in complete
8 darkness, then my bill might be \$200 for that
9 month.

10 [Laughter]

11 **WITNESS:** I don't think they should increase
12 the rates because they've already increased it
13 enough. All the hikes on -- now they're saying the
14 power project coming in the future, because just
15 like -- basically it's just like paying a mortgage
16 or rent each month, along with your other rent or
17 mortgage that you have to pay a month. I mean, we
18 have kids, whatever -- you see these people here on
19 fixed incomes. They can't afford it. And just
20 like she says, if you don't pay it, they'll cut
21 your power off. You've got little kids inside the
22 house, you can't cook because the power is off.
23 It's hot, you've got no A/C because the power is
24 off. Cold, no fan -- I mean, no heat or nothing
25 because the power is off.

1 So, I'm just saying I oppose the increase
2 because I'm sure, positively sure that, you know,
3 they're going to come with another increase in the
4 future. So, after this increase, if this goes
5 through, which I hope it doesn't, I'm positive that
6 they're going to ask for something else to come up
7 with. I think that's just an excuse. That's all I
8 have to say.

9 **CHAIRMAN FLEMING:** All right, thank you. Are
10 there any questions from the parties? Yes, Ms.
11 Edwards.

12 **MS. EDWARDS:** Thank you, Madam Chair. Mr.
13 Myers, based on your testimony, I would ask that if
14 you have a moment, if you wouldn't mind meeting
15 with Brad Kirby of our office, if you have a
16 moment.

17 **WITNESS:** Okay.

18 **MS. EDWARDS:** Thank you.

19 **CHAIRMAN FLEMING:** All right.

20 **MR. BURGESS:** No questions.

21 **CHAIRMAN FLEMING:** Commissioners?

22 [No response]

23 **CHAIRMAN FLEMING:** All right. You may step
24 down. Thank you.

25 [WHEREUPON, the witness was excused.]

1 **MR. DONG:** Ms. Young, and then after Ms.
2 Young, Wayne Isenbletter.

3 [Witness sworn/affirmed]

4 THEREUPON came,

5 **L O R E T T A Y O U N G ,**
6 who, having been first duly sworn/affirmed, testified as
7 follows:

8 **WITNESS:** My name is Loretta Young, and I live
9 at 4075 Cedars Parkway, Apartment C.

10 I'm here today because I do oppose SCE&G going
11 up on these rates, okay? I have two kids, and I
12 don't mind paying my bills, you know. And just
13 this past winter I cut off everything. You know,
14 the Bible says let there be light. They didn't say
15 nothing about but let there be SCE&G, okay. But,
16 I, after speaking with my kids -- and they're 17
17 and 18 -- we're trying to conserve light. Every
18 month I get my water bill, it's a standard bill,
19 but every month when SCE&G's comes, it's a surprise
20 bill, like a crackerjack. It's a surprise.
21 Because you know whatever you're going to get, it's
22 going to be higher than the last month's bill,
23 okay?

24 So, I mean, it doesn't make any sense. You
25 all live in these big old fancy houses, two-car

1 garage, pool, hot tub. I ain't got all that. I
2 got to cut my water off. I got to cut the hot
3 water heater off, and the kids get up for school
4 and say, "Mom, where's the hot water?" I mean,
5 this week, we're talking about -- we living back in
6 the days, like we have nothing, this is the way
7 y'all are treating us. You're treating us like --
8 I mean, and I work, but I'm working to pay your
9 bills, working to pay your cost of living. I'm
10 working for you to have fancy things. What is
11 that, but to pay SCE&G? It doesn't make any sense.
12 If there were other places for us to go, like we've
13 got different cell phone companies, trust and
14 believe a lot of these people would leave y'all in
15 a minute, and y'all would be around here soliciting
16 the phone, "Would y'all like to come back to
17 SCE&G," and I'll tell y'all hell to the no.
18 Because it don't make no sense, what you are doing.

19 [Applause]

20 **VOICE:** That's right.

21 **WITNESS:** It just doesn't make any sense.
22 What are y'all doing with the money? Like someone
23 said, it's a big corporation, it's going into your
24 pockets. Y'all are taking from us. And we're the
25 ones making y'all what y'all are today. We don't

1 have it. What do you want?

2 We don't need no nuclear plant. We got enough
3 stuff destroying the world now. We don't need all
4 this mess that's going on. And I'm upset, but this
5 is what I got to say. What y'all are doing is
6 totally wrong. My 10 percent needs to go to God,
7 you know, from the Bible. My 10 percent don't need
8 to go to y'all, okay? We got enough stuff going on
9 now, so let's all get together and try to oppose
10 what y'all are doing. And that's it. Any
11 questions?

12 **CHAIRMAN FLEMING:** Ms. Young. Mr. Burgess?

13 **MR. BURGESS:** We have no questions of Ms.
14 Young.

15 **MS. EDWARDS:** No questions, thank you.

16 **CHAIRMAN FLEMING:** No questions? All right.

17 [WHEREUPON, the witness was excused.]

18 **MR. DONG:** Wayne Isenbletter and Marion Germa.

19 Sir, if you would, for the benefit of all of
20 us and the court reporter, if you could spell your
21 name for the record.

22 **MR. ISENBLETTER:** Sure.

23 [Witness sworn/affirmed]

24 <

25 <

1 THEREUPON came,

2 W A Y N E I S E N B L E T T E R,

3 who, having been first duly sworn/affirmed, testified as
4 follows:

5 **WITNESS:** Isenbletter, I-s-e-n-b-l-e-t-t-e-r.

6 I live in North Charleston.

7 I'm here to try to clear up something that
8 I've been hearing on the news reports. I've heard
9 from SCANA, or SCE&G, that they're blaming the
10 federal government or the EPA for emission
11 standards that are being forced upon them due to
12 their coal-fired pollution.

13 You know, I seem to recall, they were actually
14 the subject of a lawsuit, as was Southern Power,
15 Duke Energy, and a lot of these other coal plant
16 operators. New York, New Jersey, a lot of
17 northeastern states that were being affected by
18 acid rain, by the emissions out of these fired
19 plants -- out of these coal plants, and those
20 attorney generals went forth and sued. That's one
21 misnomer.

22 The other misnomer or the other thing that
23 kind of bothers me, if I was running this company,
24 the very first thing that I'd want to do is I'd
25 want to provide a product at the best price point I

1 can provide it for, and my company should be
2 responsible for pollution, or as little pollution
3 and environmental damage as possible. That's part
4 of my responsibility, the way I see it, if I ran
5 that business.

6 Whether you are talking about ripping off the
7 tops of mountains in West Virginia, whether you're
8 talking about coal miners getting killed, whether
9 you're talking about the damage being done to the
10 Pee Dee River and these ash ponds, you know, I
11 don't think this is the way to go. I've seen other
12 operations. I've worked at the coal-fired plants.
13 I worked on the scrubbers at Plant Bowen in
14 Georgia, and that was 8 or 10 years ago when they
15 fixed those. For some reason, SCE&G has just now
16 gotten around to it. I worked at their two plants
17 here, too.

18 And there's something that bugs me, whether
19 you're talking about the 12 percent unemployment in
20 the area, whether you're talking about tax breaks
21 for Boeing and taxpayers having to pick up the road
22 construction and other costs for Boeing, whether
23 you're talking about busting the International
24 Machinists Union there so they would be able to get
25 their cheap labor, which one of the executives

1 admitted that that's the reason they came here,
2 when you look at the kind of money we get paid
3 here --

4 [Applause]

5 **WITNESS:** -- you know what, y'all are asking
6 -- you're asking too much, okay? I don't mind
7 paying my fair share, and I'm smart enough to know
8 that, as someone who lives in this State, it's not
9 just my power bill that's going to go up. All the
10 associated costs are going to get passed down to
11 us. I'm the little people that Leona Helmsley
12 talked about. I'm the one that pays this, okay?

13 I don't mind you making a profit. I don't
14 mind the dividend to shareholders making a profit,
15 but you know what? I'm getting tired of being the
16 one that takes the hit all the time. That just
17 doesn't cut it.

18 And lastly, too, this is the other big
19 contention I've got. SCE&G, when I worked at the
20 Williams Power Plant out there on Bushy Park Road,
21 and I worked at another one but I can't remember
22 the name of it, on the scrubbers that they
23 installed, for some reason I had a hard time
24 finding anybody that spoke English. And you know,
25 I know this isn't under the purview, but I'm just

1 saying, you know, it just continues to be -- I've
2 been in construction work for 27 years and some of
3 those years were union. I'm an American veteran.
4 I've been here all my life. And you know, the
5 downward pressure on our wages and the disrespect
6 for the construction workers who built these plants
7 in the first place, and the kind of abuse that we
8 have been taking with our wages being pushed and
9 everything else, I just don't see where this
10 country is going.

11 Now, listen, here's my idea. You ready? Why
12 don't we see what kind of percentage SCE&G is
13 willing to put out on the table to be able to
14 possibly retrofit buildings to where they can pull
15 20 or 30 percent of their power from solar panels?
16 Why don't we see if we can get them to put a little
17 money in their budget to where, if you've got a 25-
18 year-old heating and air system, that maybe they'll
19 find a way to take care of that and start
20 conserving this energy? And then you can take a
21 little out of your monthly bill to pay for it if
22 you don't have the money to spend for \$1,200 or
23 \$1,500 to get energy-efficient equipment. I mean,
24 California is doing it. There are other ways
25 around this. You could actually save an awful lot

1 of power by conservation and by retrofitting
2 buildings, and you could put all kinds of folks
3 back to work. And you could even compound that by
4 not only putting people back to work, but you could
5 actually, if they'd stand up and take care of the
6 rest of this problem, you could put legal American
7 citizens back to work. That's a novel idea, isn't
8 it?

9 So, I didn't prepare any of this. I just came
10 down here because I saw it on TV. But I disagree
11 with this idea that you're going to blame it on the
12 federal mandates. If you want to run a business
13 and you want to use dirty coal, you've got to find
14 a way to make sure it's clean. And right now the
15 air quality in this State and in this town, in
16 particular, is very, very poor. And it's not just
17 SCE&G; it's the trucks, it's the cruise businesses
18 and the ships. There's a lot of things that are
19 contributing to this, okay, but I want to find a
20 better way to do it.

21 We're 30 years too late moving to the next
22 step. We need to move to the next step. Let's get
23 on with it, because we can't afford to live like
24 this. By the way, when you see the oil washing up
25 on the ocean -- washing up on the shores down here

1 in the Gulf, and you want to go look at the beaches
2 after it happens, you're going to see what we're
3 talking about. We've got to find a way out of
4 this.

5 So, SCE&G, with all due respect, we just don't
6 have it, fellows. We don't. So, I would urge you
7 to veto it, or at the very least don't give them
8 the 10 percent increase that they're looking for.

9 **CHAIRMAN FLEMING:** Thank you. Are there any
10 questions from the parties?

11 **MR. BURGESS:** No questions.

12 **MS. EDWARDS:** No questions. Thank you.

13 **CHAIRMAN FLEMING:** Commissioners?

14 [No response]

15 **WITNESS:** And I appreciate you all for your
16 thankless job.

17 **CHAIRMAN FLEMING:** Thank you for being here
18 this evening.

19 [Applause]

20 [WHEREUPON, the witness was excused.]

21 **MR. DONG:** Marion Germa and Tara O'Donnell.

22 [Witness sworn/affirmed]

23 <

24 <

25 <

1 THEREUPON came,

2 M A R I O N G E R M A,

3 who, having been first duly sworn/affirmed, testified as
4 follows:

5 WITNESS: My name is Marion Germa, Mt.

6 Pleasant, South Carolina.

7 SCE&G, has any person from SCE&G went by these
8 churches to see these poor people trying to find
9 food, free food? Monday, Wednesday and Fridays?
10 They can't pay their bills. They need food.

11 I'm a Vietnam veteran; I was in the military
12 20 years, Charleston, North Charleston, South
13 Carolina, when Michael Beck was here. They're on
14 fixed incomes. They cannot afford to pay any more
15 for SCE&G, who pays their president, and all of it
16 costs money. They should give some of their money.
17 They should take some of their money and put it
18 back in the pool to pay these poor people, help pay
19 their light bills.

20 VOICE: Right.

21 WITNESS: Okay. For the next three or four
22 years we will not receive a cost-of-living. Why
23 should SCE&G give their executives a bonus? I
24 mean, listen to me. Why should they get a bonus,
25 and we, the poor working people, will not get a

1 cost increase for the next three years. That don't
2 make no sense. And again, SCE&G went around and
3 changed all the meters in all the buildings in
4 South Carolina. They didn't need to be changed.
5 The meters were working good. I'm an electrician,
6 and I know that. But they went and changed all
7 these meters, and cost how much money to have them
8 changed? That was stupid. I mean, that was very
9 stupid.

10 [Applause]

11 **WITNESS:** Okay. Now, I don't have too much
12 more to say, but I'm very upset with SCE&G. My
13 light bill has went up almost 40 percent, and like
14 the gentleman said before me, why can't SCE&G put
15 some money into a program to help these people get
16 their housing down to federal specification? Yes,
17 sir. Poor people in this area on fixed income
18 cannot afford to do the building they're supposed
19 to.

20 Y'all should be ashamed of yourselves. Has
21 any member of SCE&G went to these places to see
22 these poor people trying to find food? Have they?
23 Huh? Has anybody? Commissioners, please. I'm a
24 veteran. I fought for this country. I fought for
25 South Carolina. And if you all approve this bill,

1 I will be disappointed. Thank you.

2 [Applause]

3 CHAIRMAN FLEMING: Thank you. Are there any
4 questions?

5 MR. BURGESS: No questions.

6 MS. EDWARDS: No questions. Thank you.

7 CHAIRMAN FLEMING: Commissioners?

8 [No response]

9 CHAIRMAN FLEMING: No questions from the
10 Commissioners.

11 [WHEREUPON, the witness was excused.]

12 MR. DONG: Tara O'Donnell and Steve Brower.

13 [Witness sworn/affirmed]

14 THEREUPON came,

15 T A R A O' D O N N E L L ,

16 who, having been first duly sworn/affirmed, testified as
17 follows:

18 WITNESS: Tara O'Donnell, 108-D Charlesfort
19 Alley, Charleston.

20 Recently, SCE&G has asked for and been granted
21 a 2.5 percent rate hike for the next ten years.
22 That will total about 25 percent, if my math is
23 correct. In one of the worst economies in history,
24 SCE&G has now had the audacity to ask for an
25 additional rate hike of approximately 9.5 percent.

1 Where are we to get this money? I'm lucky, I have
2 a job, but I have not seen a raise in two years,
3 and there are those that are not as lucky as me.

4 Recently, SCE&G's regulatory chief, Kenny
5 Jackson, was quoted as saying, "While SCE&G waited
6 a year to file a rate increase, it watched the
7 returns of its shareholders dwindle to the point
8 where it had to act." Act? At year-end 2008,
9 earnings for shareholders was \$2.34 per share.
10 2009 was \$2.29 per share. That's a difference of
11 \$.05. That's not dwindling.

12 While I understand the bottom line of any
13 business is to make money and it's important for
14 shareholders to receive money, you cannot treat
15 your customers as a blank check. You cannot ask
16 and continue to ask for more money to come from
17 your shareholders -- from your customers. I've
18 learned to live within my means, and I'm asking
19 SCE&G to do the same. Thank you.

20 [Applause]

21 **CHAIRMAN FLEMING:** Ms. O'Donnell, if you'll --
22 let's see if there are any questions. Are there
23 any questions?

24 **MR. BURGESS:** No questions.

25 **MS. EDWARDS:** No questions.

1 **CHAIRMAN FLEMING:** Commissioners?

2 [No response]

3 **EXAMINATION**

4 **BY CHAIRMAN FLEMING:**

5 **Q** Ms. O'Donnell, could I just get some clarification --

6 **A** Sure.

7 **Q** -- on the money that you -- the figures that you gave
8 for the shareholders?

9 **A** I pulled them from the *Business Wire* and it was in the
10 SCANA 2009 year-end report. I have it here if you'd
11 like to look at it.

12 **Q** Well, if you could just repeat them.

13 **A** In 2008, year-end earnings per share were \$2.34. In
14 2009, it was \$2.29, a difference of \$.05.

15 **CHAIRMAN FLEMING:** All right. Very good.

16 Thank you. You may be seated.

17 [WHEREUPON, the witness was excused.]

18 **MR. DONG:** Steve Brower and Shirley Mays.

19 [Brief pause]

20 **MR. DONG:** Mr. Brower's not here. Ms. Mays,
21 and then behind Ms. Mays, Annette Washington.

22 [Witness sworn/affirmed]

23 <

24 <

25 <

1 THEREUPON came,

2 S H I R L E Y M A Y S ,

3 who, having been first duly sworn/affirmed, testified as
4 follows:

5 **WITNESS:** Shirley Mays, 119 Fannie Drive,
6 Summerville, South Carolina. I don't know the ins
7 and outs of public speaking; I failed it. But I do
8 know a few things I just want to bring out.

9 I have a very old mobile home. It's 35 years
10 old, two bedrooms, two baths, and I bought it ten
11 years ago. My utility bill was higher than my
12 house payment. And I've run anywhere from \$280 to
13 \$360, and I only have two dogs and me -- and they
14 don't use much electricity.

15 [Laughter]

16 **WITNESS:** I've updated all my appliances and
17 I've done all the things that I have been required
18 to do by South Carolina Electric & Gas, and I still
19 -- I mean, I can be gone for two weeks at a time,
20 come back, and my bill is still the same as it was
21 the month before, if not more. And in this winter,
22 this past winter with the snow, I bought a little
23 ceramic heater for one room and I use an electric
24 blanket in the bedroom, so I didn't have that much,
25 except for the lights.

1 And during -- just before they replaced the
2 meters, they told me that I had a broken left lug
3 in my meter, and if I didn't replace it and get it
4 fixed right away -- I had ten days -- then they
5 would cut my electricity off. Ten days. And you
6 know how much it costs to get a man to come out, an
7 electrician who is qualified, to come out and
8 repair that. Soon as I did that and had it
9 repaired, they put in the new meters.

10 *[Indiscernible vocalizations from*
11 *audience]*

12 **WITNESS:** So, and they were talking about the
13 rate increase, \$140 a year per person, per family?
14 That's \$140 a month. How did they get \$140 a year?

15 Anyway. There's something I would like to
16 ask. If I should discontinue all my electricity
17 for one month in order to catch up, and use candles
18 and flashlights, to give me a chance to catch up on
19 my bills, how much would it cost me to reinstate
20 the electricity and gas? Would it cost me more
21 than it would cost if I'd left it on? And what if
22 I go out of town for a month and turn everything
23 off, am I still going to pay the same thing when I
24 come back the following month? And I don't want to
25 ruin my credit, that's why I would ask permission.

1 But what about things like that, couldn't we
2 have a choice? Couldn't we say, "Hey, look," maybe
3 for a month I could pay my bills and get everything
4 paid, and just have it turned off with no extra
5 charge to turn it back on. Maybe that doesn't make
6 sense to anybody, but it does to me. I mean, me
7 and my dogs could live for a month under very dire
8 conditions if we had to. And sometimes those
9 things might be necessary, and I'd be willing to do
10 it. Thank you.

11 **CHAIRMAN FLEMING:** Ms. Mays, if you would like
12 to talk to the Office of Regulatory Staff after the
13 meeting, I think she might be able to answer some
14 of your questions.

15 **MS. EDWARDS:** Yes, Madam Chair. In fact, I
16 was going to ask Shirley Mays if she wouldn't mind
17 stepping over and talking to Brad. If you have the
18 time, we would be very pleased to talk to you.

19 **CHAIRMAN FLEMING:** If you could just wait a
20 minute and let's see if there are any questions.
21 Are there any question?

22 **MR. BURGESS:** We have no questions.

23 **MS. EDWARDS:** No questions.

24 **CHAIRMAN FLEMING:** Commissioners?

25 [No response]

EXAMINATION**BY CHAIRMAN FLEMING:**

Q Could I have for clarification, again, could you go back to that ten-day cutoff time? Could you --

A No, I was thinking -- oh, yeah, the broken left lug, they told me. I asked them why my bill was so high, and I hadn't been home much during that time. And they said that I had a broken left lug in my meter and so that I would have to call an electrician, and they gave me ten days to do so, and they said that if I didn't have it corrected in ten days then they would have to discontinue my electricity. And I've never been late on a payment yet, and I've been there ten years. And I had it done, because I just happened to have a man that had retired and he said he would do it for a very reasonable price, and I got the bill paid and paid that. And it wasn't a week later before they came and changed all the meters to computers.

CHAIRMAN FLEMING: Thank you. You may step down.

[WHEREUPON, the witness was excused.]

MR. DONG: Annette Washington, and after Ms. Washington, Cora Smith.

[Witness sworn/affirmed]

<

1 THEREUPON came,

2 A N E T T E W A S H I N G T O N ,

3 who, having been first duly sworn/affirmed, testified as
4 follows:

5 **WITNESS:** My name is Annette Washington. I
6 live at 5353 Highway 174, Adams Run, South
7 Carolina.

8 **CHAIRMAN FLEMING:** Could you get a little
9 closer to the microphone?

10 **WITNESS:** My concern is, before when they had
11 the old meters, the guys that used to come around
12 to your house didn't even first come up to your
13 meter. They'd take the microscope -- sitting in
14 the truck, take the microscope and try to read the
15 meter sitting in the truck. So that shows you
16 right there that these guys don't care about the
17 poor, they don't care about the rich, they don't
18 care about no one, because I guarantee you no one
19 at SCE&G ever had their lights turned off. And
20 that's why they don't care whether our bills get
21 paid or not.

22 And after they installed these new meters, I'd
23 leave home for at least two months, I would leave
24 home. Okay, I got a bill for \$390. When I leave
25 home, I hit the switch, I cut off everything,

1 everything I had on. I cut the main switch and all
2 off. So, if you don't have no power running
3 nowhere in your home, how can you get a bill like
4 this?

5 **VOICE:** That's right.

6 [Applause]

7 **WITNESS:** I had the fellow from SCE&G of
8 Hollywood to come back to my house, and he come
9 back to my house. I stand right there by him. All
10 he did to the meter, he looked at the meter, turned
11 around and looked at me, "Oh, that meter's right."
12 So, how can you stand to a meter and tell somebody,
13 "Oh, your meter is right." The next thing he told
14 me, "When did you change your filter? When did you
15 -- how much you have your air conditioning and heat
16 set on?" Okay, if I'm not home, how can the heat
17 or air run if you're not home for a couple of
18 months. So, you're not home for a couple months,
19 and you come back home and get a light bill like
20 this.

21 Even during Christmastime, I know during
22 Christmastime they run up everybody's bill to \$600,
23 \$700 and \$800. If you run up your bill to \$600,
24 \$700, \$800, how can your bill go to \$600, \$700,
25 \$800 and you don't even burn Christmas lights?

1 That's what I don't understand.

2 So, that means that SCE&G, they're not looking
3 out for the poor, they're not looking out for the
4 rich, they're only looking out for number one,
5 theirself, SCE&G. Thank you.

6 **CHAIRMAN FLEMING:** Thank you. Ms. Washington,
7 if you could just wait a minute.

8 **MR. BURGESS:** No questions of Ms. Washington.

9 **CHAIRMAN FLEMING:** Ms. Edwards?

10 **MS. EDWARDS:** I do have --

11 **CHAIRMAN FLEMING:** Ms. Washington, just a
12 minute.

13 **CROSS EXAMINATION**

14 **BY MS. EDWARDS:**

15 **Q** Ms. Washington, I just had a question. I wanted to
16 clarify something I thought I heard you say. Did you
17 say that you had left your house --

18 **A** Yes.

19 **Q** -- and you had turned off everything?

20 **A** I turned off everything. I hit the switch. I hit the
21 main breaker, I hit off the main breaker.

22 **Q** And you still had a bill of \$300-and-some-odd?

23 **A** [Indicating].

24 **MS. EDWARDS:** Madam Chair, I would --

25 **WITNESS:** It jumped from \$113. It was \$113,

1 and it jumped from \$113.98 to \$390.53.

2 *[Indiscernible vocalizations from*
3 *audience]*

4 **MS. EDWARDS:** Ms. Washington, if you would
5 speak with Brad, with us, either now or at the end
6 of the hearing, whichever is convenient for you.
7 I'd like to take a look at the bill.

8 **CHAIRMAN FLEMING:** Ms. Washington. Ms.
9 Washington. Ms. Washington, if you could come back
10 for a minute, please? Would you like to enter that
11 bill into the evidence of the case?

12 **WITNESS:** Would I put it in as evidence?

13 **CHAIRMAN FLEMING:** Well, we can make a copy of
14 the bill, and you can keep the original.

15 **WITNESS:** Well, I didn't bring the other bill.
16 Okay, another thing. Okay, another thing. Okay.
17 This month right here, that shows you. This month
18 right here, I was home this month. I get a bill
19 this month -- I should have brought that bill. I
20 get a bill this month for \$51.25.

21 *[Laughter]*

22 **WITNESS:** And I'm at home this month. I
23 should have brought that bill with me.

24 *[Laughter]*

25 **CHAIRMAN FLEMING:** Please. Please. Ms.

1 Washington -- please. Ms. Washington, if you would
2 like to send those bills or copies of those bills
3 in to Ms. Wheat, if you can speak to her after the
4 meeting, then we can enter them into the evidence
5 of the case. If you would like to do that, we'll
6 put a number down.

7 **WITNESS:** I will bring the bill and let her
8 see it.

9 **CHAIRMAN FLEMING:** Okay. That will be entered
10 into the evidence of the case as composite Exhibit
11 No. 6. Thank you.

12 [Applause]

13 [WHEREUPON, the witness was excused.]

14 **MR. DONG:** Ms. Cora Smith and Ms. Coretha
15 Burrell.

16 [Witness sworn/affirmed]

17 THEREUPON came,

18 **C O R A L . S M I T H,**
19 who, having been first duly sworn/affirmed, testified as
20 follows:

21 **WITNESS:** My name is Cora Lee Smith. I live
22 at Highway 74, house number 5353-C, Adams Run,
23 South Carolina.

24 The main point, the SSI sent a letter for
25 2010, said there was not going to be no increase in

1 nothing this year, so they didn't give no one no
2 increase. I got the letter right here to prove it.
3 But then there comes your insurance, everything go
4 up. Your medicine bill going up. Your food done
5 tripled. Now, light bill quadrupled.

6 [Laughter]

7 **WITNESS:** In December of 2009, my light bill
8 was \$65.07. In May 2010, my light bill was
9 \$209.05. In the nighttime in the winter, I cuts my
10 lights off -- my heat system off at 8. I don't cut
11 it back on until about 12 o'clock in the day,
12 because I don't get up until about 12. I called
13 Columbia. I called Hollywood, I called Charleston,
14 and each one gives me a different runaround.

15 They told me one thing to the other, one thing
16 to the other. Said I used more electricity. So,
17 then automatically I got the people to come and
18 check my heating unit. He said "No, there's
19 nothing wrong with your heating unit." Say, "What
20 do you run it on?" I say, "65," I say, "then I
21 cuts it off at 8 o'clock," I say, "because when I
22 go to bed, I got double windows in my trailer. My
23 trailer is very warm, so I don't need it but 65."

24 So, what I can't understand, why do you all
25 keep going up and up and up on everything and the

1 income on fixed income, Social Security, the people
2 aren't really getting anything to pay all these
3 bills with. Looks like y'all would understand
4 that. We just can't pay it.

5 So then what I did, I paid what I could pay.
6 Last month I got so upset when I got this bill for
7 this \$200-something, I went to my son and I stayed
8 for three weeks. I still got a light bill for
9 \$200-and-some.

10 [Laughter]

11 **WITNESS:** How is this? What are you all
12 doing? I just don't see what y'all are doing.
13 Y'all gave me a headache so bad in February till I
14 had to go to my son's. I just don't see what y'all
15 are doing. And there is no money to keep on paying
16 all these bills that you all keep on going up and
17 up and up and up and up. Looks like you would use
18 common sense and say, "Well we are in a desperate
19 time right now." So many people even ain't got no
20 jobs. And when y'all go up on the bill like that
21 and up on the bill and then people that don't have
22 no job, you can't pay it. Your common sense should
23 tell you that. So, automatically look like y'all
24 would find some way to try to keep the people's
25 bills at a minimum where we can afford to pay this

1 bill. People got other bills besides the light
2 bill. We have no other way to turn to.

3 I know they told me to try someplace to try to
4 get help. Everybody hollers about there's no
5 funds. So, what are we supposed to do? You can't
6 steal it. So, what are we supposed to do? Are
7 y'all using common sense about anything right now?
8 I'm so upset about this mess I just don't know what
9 to do about it.

10 So, I pays what I can, but right now I can't
11 afford to pay the whole bill because if I do I
12 can't pay my doctor bill, I can't pay my other
13 bills, so I have to pay part of it so it'll run and
14 y'all won't cut it off, because I can't afford to
15 pay this triple bill that y'all sent me these last
16 three or four months. I'm just very upset about
17 it. That's all I got to say about it.

18 **CHAIRMAN FLEMING:** Ms. Smith, do you want to
19 enter those bills into the evidence of the case?

20 **WITNESS:** Yes, I've got them right here.

21 **CHAIRMAN FLEMING:** If you would give those to
22 Mr. Richardson, and we can make copies and return
23 the bills to you. That would be entered into the
24 evidence of the case -- Ms. Smith, if you could
25 wait and see if there are any questions for you,

1 please.

2 **CHAIRMAN FLEMING:** -- as Hearing Exhibit No.

3 7. Are there any questions from the parties?

4 **MR. BURGESS:** No questions, Madam Chair.

5 **MS. EDWARDS:** No questions. If Ms. Smith has
6 an opportunity, I think Brad is right out of the
7 door, we'd be pleased to talk to you. Thank you.

8 **CHAIRMAN FLEMING:** Commissioners, any
9 questions?

10 [No response]

11 **EXAMINATION**

12 **BY CHAIRMAN FLEMING:**

13 **Q** Ms. Smith, Did you call -- when you had those problems,
14 did you call the Office of Regulatory --

15 **A** Called Columbia.

16 **Q** You called SCE&G, not the Office of --

17 **A** Called SCE&G in Charleston, went down to the office in
18 Hollywood, and I just kept getting the runaround.

19 **CHAIRMAN FLEMING:** All right. As Ms. Edwards
20 said earlier, that is another resource for everyone
21 to call if there are problems, and I think that
22 that's one of the reasons she wants you to speak to
23 one of their representatives. You may sit down
24 now.

25 [WHEREUPON, the witness was excused.]

1 **MR. DONG:** Coretha Burrell and Frank Simmons.

2 [Witness sworn/affirmed]

3 THEREUPON came,

4 **C O R E T H A B U R N E L L ,**

5 who, having been first duly sworn/affirmed, testified as
6 follows:

7 **WITNESS:** My name is Coretha Burnell. I live
8 at 5371 North Jupiter Hill, Adams Run, South
9 Carolina, and I just wanted to voice my opinion
10 about this whole situation.

11 Okay. The first part of last year, I used to
12 get a light bill like for maybe about \$30, \$40, or
13 somewhere down there. Now my light bill done
14 jumped up so high and with my other bills, and I'm
15 on a fixed income -- I'm one of the persons on a
16 fixed income -- with the light bill, my phone bill,
17 and my gas bill, y'all are killing me. Y'all
18 really, truly are killing me. I be so stressed out
19 at night, I don't know what to do.

20 I have a nine-year-old grandson; he's got
21 asthma problems. I can't burn heat in the
22 nighttime or even not daytime. He been telling me
23 this whole winter, "Grandmamma, can you cut up the
24 heat?" I don't have central heat. I don't have
25 central air, because I cannot afford it. I can't

1 even afford to pay somebody to put it in my house
2 if I want to, because the light bill, the phone
3 bill, the gas bill, and the other bills, they are
4 killing me.

5 I'm one of the persons who the man was talking
6 about just now that goes from church to church to
7 try to get food. Yes, I'm not too proud to say,
8 yes, I am one of the persons who go out trying to
9 seek help, because all my income -- I only get a
10 little small fixed income every month from the
11 government, and all is going in bills. And
12 directly if y'all don't quit, I don't know what
13 people can do. People can't put food on the table,
14 they can't put clothes on their backs, nothing
15 else, because of y'all. Do y'all have any heart?
16 Do y'all? I want to know if y'all have a heart.

17 [Applause]

18 **WITNESS:** We do. We feel. If y'all don't
19 feel for us, we feel for each other.

20 **VOICE:** That's right.

21 **WITNESS:** Because y'all don't know how much
22 y'all are putting us through, stress, emotions, and
23 everything else. I go to bed sometimes crying.
24 Why? Because of my bills. I'm stressed out, and I
25 just can't take no more. And that's all I have to

1 say about the whole situation.

2 Y'all need to go down on people's light bills
3 and go down on people's light bills now. Because
4 y'all are putting people through too many pain at
5 heart. People got heart trouble and stuff, y'all
6 wondering why people dying so fast? Because y'all
7 killing them.

8 [Applause]

9 **WITNESS:** That's why people dying so fast, and
10 that's all I got to say about the whole situation.

11 **CHAIRMAN FLEMING:** Thank you, Ms. Burnell.
12 Are there any questions from the parties?

13 **MR. BURGESS:** No questions.

14 **MS. EDWARDS:** No questions.

15 **CHAIRMAN FLEMING:** Commissioners?

16 [No response]

17 **CHAIRMAN FLEMING:** All right, you may sit
18 down. At this time we're going to take a 15-minute
19 break. We'll be back -- it's 7:30; we'll be back
20 at a quarter of 8. Thank you.

21 [WHEREUPON, a recess was taken from 7:30
22 to 7:45 p.m.]

23 **CHAIRMAN FLEMING:** This hearing will now come
24 to order. Mr. Dong, would you please read the next
25 four names?

1 **MR. DONG:** Just for the convenience of
2 everybody in trying to move things along with, I'm
3 going to give you the next four names. Frank
4 Simmons? And then after Frank Simmons will be
5 Willie Loggins, and Kim Holmes, and Carol Lingard.

6 [Witness sworn/affirmed]

7 THEREUPON came,

8 **F R A N K S I M M O N S ,**

9 who, having been first duly sworn/affirmed, testified as
10 follows:

11 **WITNESS:** My name is Frank Simmons. My
12 address is P.O. Box 836, Lobeco, South Carolina.
13 My home address is 20 Lightsey Road, Dale. And I
14 live in Beaufort County.

15 The reason I am here tonight, because for the
16 last five months, my light bill has been going up,
17 from \$225 to \$421. During the winter months, I
18 don't hardly use central heats. What we have in
19 our home is a large wood-burning heater, and we has
20 two gas heaters that we use also, along with the
21 wood-burning heater, trying to cut the light bill
22 down.

23 I retired from the waterfront in Charleston
24 here in 1999, and my pension and my Social Security
25 is not all that much, so we are trying to save our

1 light bills. But the more we try to conserve our
2 light bill, the higher it gets. As I stand back on
3 the back part of my property and look toward my
4 house, sometime -- I'm back there working -- when
5 those meter readers come up to the house, they do
6 not come all the way up to the meter. And I watch
7 that. They aren't doing their jobs. As a matter
8 of fact, they are private contractors that are --
9 that are reading the meters, and they are not doing
10 their jobs. They are cheating the customers. They
11 are cheating me. I'm on a fixed income.

12 And also another thing, too, since my light
13 bill is going up, SCE&G put up a multimillion-
14 dollar business building in Berkeley, South
15 Carolina. And when they started that multimillion-
16 dollar building, our light bill began to go up by
17 \$40 or \$50 and \$60 per month. We can't pay for
18 that big building that you all have in Berkeley.
19 I'm on a fixed income; I can't pay for that.

20 My daughter live next door to me. Her light
21 bill went up to \$500 per month, and they don't be
22 home in the daytime. Something is wrong.

23 **VOICE:** Yes.

24 **WITNESS:** So, Commissioners, you need to check
25 on the money that y'all are spending for that

1 multimillion-dollar building in Berkeley, South
2 Carolina. You need to check on that. The poor
3 people cannot pay for that building. The rich
4 people may be able to pay for it.

5 And also in Beaufort County, those jobs that
6 y'all are bringing in there with these tax
7 incentives, we have to pay -- we can't pay for
8 that, either. Every person that bring a business
9 in there should be able to pay their own tax.
10 You're raising our tax in order to pay for that,
11 too. That's all I have to say.

12 **CHAIRMAN FLEMING:** Thank you, Mr. Simmons.
13 Are there any questions?

14 [No response]

15 **CHAIRMAN FLEMING:** No questions?
16 Commissioners?

17 [No response]

18 **CHAIRMAN FLEMING:** All right. You may sit
19 down.

20 [WHEREUPON, the witness was excused.]

21 **MR. DONG:** Willie Loggins?

22 [Witness sworn/affirmed]

23 <

24 <

25 <

1 THEREUPON came,

2 W I L L I E L O G G I N S ,

3 who, having been first duly sworn/affirmed, testified as
4 follows:

5 WITNESS: My name is Willie Loggins and I live
6 at 2351 Bailey Drive, North Charleston. And I
7 moved into this -- oh, okay, can you all hear me?
8 Do I need to say my address over?

9 CHAIRMAN FLEMING: No, that's okay.

10 WITNESS: I've been living in this residence
11 for about four months, and my electric bill, you
12 know, I have to understand about how much it was.
13 My electric bill -- I have a gas heater in my
14 house, and during the wintertime, my gas was \$150
15 and my electric bill was \$100. Well, when it
16 started to warm up, I turned the gas off to the
17 heater, so I absolutely wasn't using any gas at the
18 house. Then all of a sudden, my gas bill was still
19 -- I was still get charged for gas. But then my
20 heater bill went up to \$150 and I hadn't changed
21 anything in my house. I didn't start running AC or
22 anything like that to increase my electric bill, so
23 I never did understand.

24 So I went down to the electric company and I
25 found out that they charge me \$10.50 a month for

1 gas that I don't even use. And I was like, "Okay,
2 that's fine. Then I would like to have it
3 disconnected and I will reconnect it in the
4 wintertime when I need my gas." And the young lady
5 there didn't know what to say. She had to go talk
6 to somebody else and find out why -- what to do.
7 And so the lady told me that this had never come up
8 before, that most people just paid this -- this
9 charge every month to have an option to use gas. I
10 was like, "Ma'am, I'm on unemployment. I can't
11 afford to do that." I said, "I'm behind on my
12 bills every month. I struggle to get by." And she
13 was like, "Well, you can have it turned off and
14 have it re-turned on, but what they will do is, if
15 it was off for six months, that they will charge
16 you \$10.50 for six months at one lump sum." So,
17 she was like, "You can pay the \$10.50 a month and
18 continue, or you can have it turned off and just
19 pay a big lump sum." And this isn't a new house.
20 I could see if it was a new house. I really don't
21 know how the meters are put in. I was always
22 brought up that when you build a house, you pay for
23 the electric box and you pay for all that. It's
24 not part of the bill. This isn't a new meter. If
25 it was something like their meter still had to be

1 paid for because they put it out there, you know,
2 like say a car loan and you pay monthly until the
3 meter was paid off, I could understand paying that
4 \$10.50 a month. But why am I still paying \$10.50 a
5 month?

6 The letter that I received from SCE&G at my
7 house telling me about this meeting did not say
8 anything about a meeting in downtown Charleston.
9 It only told me about a meeting in Columbia. That,
10 to me, seems like they were trying not to let me
11 know that this meeting was occurring so I wouldn't
12 come, so either I had to drive the 120 miles to go
13 to Columbia and spend money and gas and waste more
14 of my time to go up there to speak, you know, may
15 stop me from going and talking. You know, that to
16 me is devious.

17 You know, my power bill is out, just like
18 everybody in here, I'm sure. Every now and then,
19 there's a glitch in the system. I pay monthly on
20 my electric bill and I pay as much as I can because
21 I can't afford it the next month if I don't pay it.
22 I don't get any money back when I have to burn
23 candles or flashlights or batteries, from SCE&G,
24 because I have no power for the amount of time that
25 is. You know, if my alarm clock doesn't go off in

1 the morning and I go to work and I get fired or
2 anyone in here gets fired, does SCE&G help with
3 that? No. But yet you depend on us to pay your
4 bills. Doesn't that make us your employee? Y'all
5 work for us. What if we decided as your -- to not
6 have electricity for two months out of every year,
7 once in the spring and once in the fall? How would
8 that do your stockholders?

9 **VOICE:** Yep.

10 **WITNESS:** They would lose money for two
11 months. If we just called and disconnected
12 everything, you know? Maybe the CEOs of the
13 company don't need to be paid as much. We have
14 people out here struggling because I know I
15 struggle. Years ago I didn't -- I didn't care
16 about my electric bill because I had money. I made
17 a decent amount of money. Well, now, I can't
18 afford it. So I am concerned.

19 You know, I have a friend of mine right now
20 and he's on unemployment and his unemployment has
21 gotten messed up. He hasn't had a check in a
22 couple of months. SCE&G turned off his
23 electricity. So he did what he had to do to get
24 electricity. Now, whether it's legal or not,
25 that's not for me to decide. But if y'all turned

1 that man into a criminal it's because y'all don't
2 understand that you have to have electricity in
3 this world to live.

4 Y'all increase our electricity, that means gas
5 is going to go up. You know, just like everybody
6 else said, food is going to go up. All this is
7 going to go up. These other businesses aren't
8 going to take the hit. They're going to charge me
9 for that.

10 You know, I'm trying -- I'm trying to work on
11 a system where I don't have to be on electric. I'm
12 trying -- my own personal system, so I can produce
13 my own electricity. And when and if I find a way,
14 I will disconnect myself from the grid and I'll try
15 to give this to as many people as possible so they
16 can do the same thing.

17 Electricity, SCE&G has -- I've just got one
18 more thing to say, and I'll quit. I talked to a
19 lady up there at the office one day and was
20 complaining about my bill and I said, "You know, I
21 can't go anywheres else. If I could go somewheres
22 else, I would disconnect from SCE&G and go
23 somewheres else." You know what she told me? "You
24 can." Oh, yeah, I can get some other electric
25 company to come in here and put electricity in my

1 house, but how much do I have to pay to do that?
2 Thousands and thousands of dollars, because they
3 are going to have to run the wires for me? Thank
4 you for your all's time.

5 **CHAIRMAN FLEMING:** Thank you, Mr. Loggins.
6 Are there any questions?

7 **MR. BURGESS:** No questions.

8 **CHAIRMAN FLEMING:** Commissioners?

9 [No response]

10 **CHAIRMAN FLEMING:** All right. You may sit
11 down.

12 [WHEREUPON, the witness was excused.]

13 [Witness sworn/affirmed]

14 THEREUPON came,

15 **K I M H O L M E S ,**

16 who, having been first duly sworn/affirmed, testified as
17 follows:

18 **WITNESS:** Good evening and thank you for
19 expediting my name. I'm Kim Holmes and I live at
20 52 Canopy Lane and that's on St. Helena's Island,
21 South Carolina. And St. Helena is on the other
22 side of Beaufort, so when I got the letter to
23 attend the hearing, I was really upset at first,
24 because Beaufort is big enough that a hearing
25 should have been in Beaufort. And I dragged my two

1 sons right off the school bus and we high-tailed it
2 on up here, so I could be here to speak. And at
3 first, my heart was full and I wanted to cry as I
4 saw the seniors from Charleston area stand here and
5 plead, and then the gentleman came from Dale, which
6 is pretty close to Beaufort, so I'm not completely
7 alone here in the back of 17.

8 But I'm against the increase. And I'm only
9 35, but -- I can afford to pay my bill, but I just
10 think for everybody else that can't, it's just not
11 fair. My bill -- I got a bill in February -- in
12 April, it was for \$257.84. Then I installed a
13 ceiling fan in my house, and my bill went to
14 \$119.26. So I know there is something wrong with
15 your program, with the light bill. I don't think
16 it's fair that Palmetto Electric is right across
17 the river and we can't have them as an option. I
18 don't think it's fair that -- I stay on the island.
19 We don't even have streetlights. When we get back
20 home in a few -- well, in two hours, it's going to
21 be completely dark except for my headlights on my
22 car. You know, we don't have headlights, or -- the
23 people on the island don't have a lot of things
24 that people in town has, but we still get stuck
25 with the extra bill. And, you know, I don't think

1 that's fair.

2 We have certain people that can afford to have
3 floodlights in their backyard, and that floodlight
4 is not free. It's \$15 and you have to have it at a
5 five-year minimum. And if you call them to tell
6 them to come and get it, you're going to pay for
7 them to come and get it, then they're going to
8 charge you because they came and got it, and then
9 they're going to -- it's just crazy. And I'm
10 standing here for a lot of the seniors. Like I
11 said, if you had one in Beaufort, I'm sure you
12 would have had a big turnout, but a lot of people,
13 they can't pay the light bill, so you know they
14 can't pay for gas to come here to speak, you know,
15 their mind, to say what they have to say, and I
16 don't think it's fair.

17 And I hear a lot of people say, you know,
18 "What are you doing with the money?" Like the
19 gentleman said, in Beaufort, there is a new
20 building. They got a new building, they got new
21 trucks, they pay for security. Why do you need
22 security at the light office? But they got
23 security at the light office. They got everything.
24 New meters. But when I asked the lady are they
25 hiring, she say to go to SCE&G.com, and guess what?

1 They're not hiring. And I think that's crazy.

2 But, you know, you're doing it. So, what
3 else? I think that's it. So, I just hope my
4 driving here today with my sons who have school in
5 the morning is not in vain. The people of Beaufort
6 do care, they just don't have -- if I had a bus,
7 I'd haul them all up here, but I don't. I just --
8 like I say, I can pay what I can on my bill, but
9 that's just me. Everybody can't. And if you have
10 a heart, which I'm sure you all do, just don't
11 increase the bill. I mean, it's not going to hurt.
12 If my bill went from \$257 to \$119 and I put
13 something up in the house, I put a ceiling fan in;
14 I didn't downgrade. So, I think it's crazy. Just
15 for the people's sake, just so y'all can get along.

16 **CHAIRMAN FLEMING:** Thank you. Are there any
17 questions?

18 [No response]

19 **CHAIRMAN FLEMING:** Commissioners?

20 [No response]

21 **CHAIRMAN FLEMING:** All right. Well, you have
22 a safe trip back with those two boys. Thank you for
23 making the effort tonight.

24 [WHEREUPON, the witness was excused.]

25 [Witness sworn/affirmed]

1 THEREUPON came,

2 C A R O L L I N G A R D ,

3 who, having been first duly sworn/affirmed, testified as
4 follows:

5 WITNESS: My name is Carol Lingard and I'm a
6 resident on James Island, South Carolina. And what
7 I have to say, I need to say it because every night
8 I have been angry and getting angrier and angrier.
9 My husband said, "Well, you need to go let them
10 know how you feel," because he's tired of hearing
11 me. But I've been on the Internet all night and I
12 usually stay on the Internet, but I got some
13 information off of the Internet which says South
14 Carolina Electric & Gas customers already pay the
15 highest rates in the State. Last winter record
16 cold, SCE&G bill increased 34 percent. Now, SCE&G
17 wants 10 percent rate increase on top of the annual
18 2.5 percent rate increase that they say is for a
19 nuclear power plant. South Carolina Electric & Gas
20 is asking for an increased profit of 11.6 percent,
21 much higher than other investors earn in today's
22 economy. These are just some of the facts about a
23 company that seems to get what they ask for from
24 the Public Service Commission.

25 Another article I got says while the company

1 says that it has not given raises since 2008 in
2 order to fight rate hikes, they have given bonuses
3 to corporate officers.

4 You all sit there and y'all heard from poor
5 people. You all heard things and know things in
6 your heart, that this isn't right. I learned that
7 the Public Service Commission has never declined --

8 **VOICE:** Oh, my God.

9 **WITNESS:** -- SCE&G an increase.

10 **VOICE:** That's right.

11 **VOICE:** Oh, Jesus.

12 **WITNESS:** Are you all part of the corporate
13 officers that get bonuses?

14 *[Indiscernible vocalizations from*
15 *audience]*

16 **WITNESS:** There's a picture that I printed out
17 that shows a man, a burglar, coming out of one door
18 with a bag, a money bag that has "SCE&G" on it.

19 *[Laughter]*

20 **WITNESS:** I retired in 2006. My husband was
21 supposed to retire not too long after I did, but he
22 can't. And I watch him come home tired in the
23 nighttime, tired in the daytime when he's on day
24 shift. And I pray and ask the Lord to give him a
25 retirement time, let us see the light so that he

1 can retire. But with SCE&G, I don't see how he
2 would be.

3 One month -- one month my light bill might be
4 \$100-and-something. The next month, it might be
5 \$300-and-something. The next, it might be \$400. I
6 talked to a young lady a little while ago who
7 showed me a light bill of \$600-and-something. You
8 can look at us. We don't have that kind of money.
9 Maybe y'all do. Maybe that's why y'all can grant
10 SCE&G the kind of increases they ask for. We don't
11 have it. And you all know it, because when that
12 meter -- whatever they say that meter says that we
13 use in utility, they send a bill out to poorer
14 people than y'all are.

15 **VOICE:** That's right.

16 **WITNESS:** And they don't have it. Some of the
17 deacons from my church went to visit some of the
18 elderly sick people at home, and they had to open
19 windows and doors because, you know why? They had
20 everything tight up enough because they -- they
21 don't want to use no air conditioner, no fan,
22 because they can't afford the bill.

23 **VOICE:** That's right.

24 **WITNESS:** These are things that you all know,
25 but you all are going to grant SCE&G their request,

1 and I don't understand why. Aren't you all
2 supposed to be for the people, too?

3 **VOICE:** Answer the question.

4 **WITNESS:** And you listen to these -- you are
5 listening to the true facts. People don't have it.
6 I don't have it. My husband needs to retire, so
7 that we can have a life. I believe he's working
8 until he dies. My sister died in November of last
9 year. She was one of the people that tried to
10 conserve. She didn't even live to enjoy any type
11 of retirement because she was a widower trying to
12 pay SCE&G, because that's the highest bill you'll
13 get -- unless you got -- can afford a new car. The
14 highest bill the average poor person gets is SCE&G.

15 And that's all I got to say, but I'm tired of
16 being angry. And I was angry with SCE&G, but I
17 think I'm more angry with the Public Service
18 Commission. You all are the ones that's granting
19 their request.

20 *[Indiscernible vocalizations from*
21 *audience; applause]*

22 **CHAIRMAN FLEMING:** Are there any questions for
23 Ms. Lingard?

24 **MR. BURGESS:** [Shaking head.]

25 **MS. EDWARDS:** [Shaking head.]

1 **CHAIRMAN FLEMING:** Commissioners?

2 [No response]

3 **CHAIRMAN FLEMING:** All right. You may sit
4 down.

5 [WHEREUPON, the witness was excused.]

6 **MR. DONG:** The next four are Tom Fressilli,
7 Nathaniel Sims, Eleanor Horres, and Naomi Sheppard.

8 [Witness sworn/affirmed]

9 THEREUPON came,

10 **T O M F R E S S I L L I ,**
11 who, having been first duly sworn/affirmed, testified as
12 follows:

13 **WITNESS:** I'm Tom Fressilli and I'm a resident
14 of Mount Pleasant, South Carolina, at Snee Farm.
15 I've been here about 35 years, down in the South.
16 I'm a native Rhode Islander. And I never thought I
17 would see the rates climb to above \$.10 a kilowatt-
18 hour. Back in my time in college, I remember it
19 was only New York City, I believe, that had rates
20 that cracked that barrier. Now, they're probably
21 upwards close to \$.20, but we have arrived at the
22 \$.10 threshold, I believe, some time ago. And it
23 looks like from the rate increase that they may go
24 even substantially higher than that, particularly
25 with the nuclear option on the table for the

1 additional load that SCE&G feels it needs.

2 Now, I'm one of the fortunate ones. I've been
3 hearing a lot from the residents who are struggling
4 with bills. I'm kind of amazed that we haven't
5 heard from the businesses, the industrial concerns,
6 and I guess the reason for a large part of that is,
7 like some of the testimonies so far, those folks
8 are just going to be able to pass it on in the
9 products and services that they sell to the public.
10 So, perhaps it's not as big of an issue for them,
11 although maybe in the following hearing, they will
12 intervene formally and make their views more
13 popularly known.

14 The one thing I would like to state, and I've
15 got three essential points -- and that is, as an
16 engineer, I'm not going to get emotional about
17 this, I just want to lay facts as I see them and as
18 an experienced engineer who has been around the
19 utility industry for 30 to 35 years, either with
20 Santee Cooper or with a variety of businesses,
21 institutions, and the U.S. Navy -- and that is,
22 we've been hearing a lot about help on demand-side
23 management and how to get a grasp of the load and
24 bring it down. And truth be known, there was a
25 rate filing some time ago that was supposed to

1 unveil a significant number of demand-side
2 management programs, and the schedule called for
3 those to be rolled out in the spring. Well, the
4 azaleas have bloomed and are gone. Where are the
5 programs? I've got to ask that. It appears that
6 this proceeding has superseded that and taken
7 precedence.

8 We all know what the national energy policy
9 is, being pushed down by the federal government.
10 I'd like to see us get on with that, because that
11 in itself will help at least manage the load, so
12 it doesn't grow. Even with the additional rate
13 increases, the bill will stay relatively level if
14 you can bring consumption down. So, I don't think
15 enough has been done in that area.

16 Now, one thing about demand-side management --
17 I didn't go to any sophisticated school that had
18 economics training, but I was shocked to learn that
19 in return for rolling out those programs, there was
20 going to have to be a rate increase. Well, why is
21 that? Simply because it's going to bring down the
22 revenues of the company, but it wasn't going to do
23 anything significant about its costs, and that is
24 really the only way to retard a series of rate
25 increases is to bring down the company's growth and

1 its cost base.

2 Now, I've seen some things as a customer, as
3 an engineer, where I think the company has not done
4 enough in this area. I've been in situations where
5 there's been over-capacity. Transformers, one and
6 a half, two times the size that they need to be,
7 because of very conservative forecasting on what
8 the load is going to be. The customer ends up
9 paying for that. There's no incentive, there's no
10 motivation for the company in its monopoly
11 environment to ensure that only the bare minimum is
12 there to support that load and to perhaps bear some
13 prudent risk if it's not. They may have to do a
14 change-out if load growth gets to an unanticipated
15 level.

16 So, what does this all mean? It really boils
17 down to, is the company as efficient as it really
18 needs to be? I think it's already been alluded to,
19 the public doesn't get to see a lot of the
20 statements. Perhaps your staffs do, The Office of
21 Regulatory Staff will, the Commission will.
22 Hopefully, someone will take a look at and see
23 whether or not Kevin Marsh's statement, the
24 president of Electric & Gas, is really supported
25 with the facts. Is it as efficient as it really

1 needs to be? Hopefully, the staff that supports
2 you Commission members will look closely into that,
3 or perhaps an independent consultant that's
4 familiar with utility operations throughout the
5 Southeast in a similar market environment will take
6 a look and benchmark its various activities and
7 ensure that every dollar is wisely spent. I think
8 that's what the public expects.

9 So, I encourage you as Commissioners to take a
10 very strong, close look at that, and do not grant
11 any measure of increase until that efficiency
12 measurement is made. Thank you, very much.

13 [Applause]

14 **CHAIRMAN FLEMING:** Are there questions of Mr.
15 Fressilli?

16 [No response]

17 **CHAIRMAN FLEMING:** Commissioners?

18 [No response]

19 **CHAIRMAN FLEMING:** All right. Thank you.

20 [WHEREUPON, the witness was excused.]

21 **MR. DONG:** I apologize, ma'am, that I missed
22 you. Do you want to take your turn?

23 **MS. BUTTON:** Sure.

24 **MR. DONG:** Please do.

25 [Witness sworn/affirmed]

1 THEREUPON came,

2 N A N C Y B U T T O N ,

3 who, having been first duly sworn/affirmed, testified as
4 follows:

5 WITNESS: My name is Nancy Button, spelled B-
6 u-t-t-o-n, like a button on your shirt. And I
7 reside at 1841 [street name indiscernible] Avenue in the City
8 of Charleston. I'm also the president of the
9 Rosemont Homeowners Association.

10 And there's no need for me to be redundant and
11 repeat everything that everyone else has said,
12 because I am really astonished and amazed at some
13 of the things that I've heard, thus far, and it's
14 -- like you said, it's no need -- as the gentleman
15 said, there's no need to get emotional about this.
16 I find it really hard to believe -- well, not --
17 then again not, because I was confronted with
18 something like this about three years ago in my
19 community, and come to find out, you know, after
20 all we did to prevent the situation that was going
21 to happen to my community, it was already a done
22 deal. For me to hear that you Commissioners have
23 never denied SCE&G an increase, that doesn't go --
24 that doesn't sit well with me.

25 But I want to say this. In my community, I

1 have like maybe 95 percent senior citizens who live
2 on fixed income. I am one, too. I'm 57 years old.
3 I retired from the naval base. I helped close out
4 Charleston Naval Shipyard, and we went to DFAS and
5 retired ten years ago on -- because I had medical
6 issues. And I have not gotten a raise, and I won't
7 be getting one. And my sister and I live together.
8 Our light bill was \$574 last month. It came again
9 this month, \$574. I called and asked for a meter
10 reading. The young lady she went through this
11 whole rigmarole with me about this, that and the
12 other. And she said that was it.

13 We are on the budget plan. We cannot afford
14 to pay that. We don't have the money. The people
15 in my community, the average age of any senior
16 citizen in my community is 70 years of age and
17 older. The oldest resident just passed away. She
18 was 95. They can't afford to pay this rate
19 increase.

20 I don't see how you could sit there, and I
21 know it's a political thing, because that's what
22 happened to Rosemont three years ago, politically.
23 Politics has so much to do with what you all
24 decide. You can't sit here and say this is a done
25 deal, because it's not fair to the people that have

1 to pay this increase.

2 Now, my home, we're getting ready to have a
3 company come in with solar energy. We're going to
4 do that. And so we're going -- we can't afford it.
5 My sister freaked out last month when that bill
6 came. I didn't. She's, "Oh, we've got to start
7 doing this, we can't cut this on." I'm not going
8 to live like that. I refuse to let anybody hold me
9 hostage in my home, telling me I can't use this and
10 I can't use that. That's not right.

11 How in the world can you ask for an increase
12 of 9 percent and she's going to tell me in the
13 lobby, "Oh, we're not going to do it all at one
14 time. We're going to do 3 percent in July, 3
15 percent in December," or whatever, and January, get
16 another 3 percent, and July again next year. It's
17 still 9 percent. And I hear that you actually have
18 stockholders that you're giving money? That's not
19 -- it's not right. It's not right.

20 All that crude oil comes from a country that
21 we shouldn't even be in a war with, over there,
22 Afghanistan and Iraq. That's where all that oil
23 comes from. And we are paying for somebody to get
24 rich -- somebody's getting rich off of that,
25 because when that oil -- if those people stop

1 giving us their oil, then what are you all going to
2 do? In my community, there's a plant back there,
3 Plant Aedlet_[phonetic], and they tell us -- I've been
4 living there all my life, 57 years. I didn't know
5 -- we weren't even allowed back there. It's a
6 private place. I finally -- they finally allowed
7 us back there last year, because the ground is
8 contaminated. And what do they have back there,
9 two generators that they say is only sitting there
10 just in case the electricity runs out from
11 somewhere else.

12 Now, I find this -- to say that all these
13 executives at SCE&G or whoever -- I know you all --
14 my brother is a politician; I'm a community
15 activist. I know how it works. I know how it
16 works. People are getting paid under the table and
17 you all are not going to do anything. You all
18 already made up your minds what you're going to do,
19 and it's not right. You should have a conscience.
20 And I hope the Holy Spirit convinces every one of
21 you when you go to bed tonight, because it's not
22 right. You cannot sit here and just say that it's
23 okay to do this to the people. I don't care who
24 they are, whether they are poor, rich, or whatever.
25 It's not right. United States of America is no

1 place to live. I'm ashamed of my country. I
2 fought for my country, too. I too am a Vietnam era
3 vet., and the way we've been treated in this
4 country is horrible. The water bill is also going
5 up. Everything is going up.

6 I called the VA yesterday and told them I
7 needed help. I'm not even eligible to get food
8 stamps. She told me she could send me a list of
9 free pantries that I might go and get free food for
10 me and my sister and my nephew to eat. That's all.
11 I went to DSS when I was sick. Do you know what
12 they told me? My car was a 1990-something; it was
13 too new, I could not get food stamps. It's not
14 right. Either you're rich or you are poor. The
15 people in the middle, we suffer.

16 I'm a community activist, a community leader.
17 My people cannot pay this. We do not have it and
18 it's hard to get up here and not be emotional and
19 not be concerned when I heard this lady say before
20 me that she went on the computer. I wish I had --
21 did some research, and you mean to tell me you all
22 have never denied these people a raise? How could
23 you not do that? How many years have you been
24 sitting on this board? Something is going on here
25 that's not correct, but I'm going back to my

1 community and I'm going to get a petition, and I'm
2 going to all my politicians, I'm going to everybody
3 and I'm going to President Barack Obama, because
4 something needs to be done about y'all.

5 [Applause]

6 **WITNESS:** I am writing a letter to the
7 President of the United States, and I'm not
8 playing. So all my senators, representatives,
9 everybody know something has to be done with y'all,
10 y'all need to be replaced, because it's not right.
11 SCE&G, they don't have a monopoly. We're going to
12 solar energy in my home and connected by 20- -- the
13 President is recommending that, and by the year
14 2020, we won't need you all.

15 [Applause]

16 **VOICE:** Whoo.

17 **WITNESS:** Do you have any questions? I'm
18 ready to get out of here.

19 [Laughter]

20 **CHAIRMAN FLEMING:** Are there any questions?

21 **WITNESS:** I know y'all -- y'all don't ask
22 nobody questions. You don't have any questions.
23 You can't. And it's ridiculous. How can you say
24 you don't have any when you're packed with these
25 people in here, and don't ask nobody no questions.

1 Make us feel as though you've already made a done
2 deal. It's not right. It's not right. Now, go to
3 bed with that on your chest and I pray to God, I
4 hope the Holy Spirit can take each and every one of
5 you, and I will pray to God on every one of you.

6 **VOICE:** That's right.

7 **WITNESS:** My God said we do not have to
8 deliver, we don't have to take this from you all.
9 If you had any Jesus in you, you would not do this
10 to people.

11 **VOICE:** That's right.

12 **WITNESS:** It's not right.

13 **VOICE:** You done made up your mind. You done
14 made up your mind.

15 **CHAIRMAN FLEMING:** Thank you, Ms. Button. We
16 appreciate you being here.

17 [WHEREUPON, the witness was excused.]

18 **CHAIRMAN FLEMING:** Mr. Sims?

19 [Witness sworn/affirmed]

20 THEREUPON came,

21 **N A T H A N I E L S I M S,**

22 who, having been first duly sworn/affirmed, testified as
23 follows:

24 **WITNESS:** My name is Nathaniel Sims. I live at
25 68 Amherst Street, and it's in downtown Charleston.

1 I'm not a public speaker. This is the first
2 time I ever did speak in public, so I'm going to be
3 kind of nervous. I'm just here to say the same as
4 some of the other speakers say today. Like I
5 wonder why do you all want to go up on raises at --
6 where the economy is at today, and the recession.
7 And why don't you all let other utilities come
8 inside here, other electric company come inside
9 here, that would give people a better rate than
10 just being greedy after our money? If you have
11 competitive, y'all wouldn't be here today asking to
12 go up on the hike of the rates, because you would
13 have other people to compete against you all,
14 SCE&G.

15 **VOICE:** Right.

16 **WITNESS:** They are ridiculous. They don't
17 have pity on senior citizens, no one. I went down
18 there one time. I asked them for a plan, for an
19 easy-pay plan. You know what they told me? My
20 bill, they can -- I believe it was \$400-some a
21 month. I say, "Y'all not helping me. How y'all
22 helping me if y'all give me over \$400-some a month
23 to pay?" That's ridiculous.

24 And like they say, crime, and you all go up on
25 the rate. Nobody getting a raise. People on fixed

1 income. They're going to increase crime, like one
2 fellow got up here and say something about stealing
3 electric. That's what going to happen. So you're
4 going to end up losing money instead of gaining
5 more money.

6 So, I ask each and every one of you to please
7 think it over, and just like a lot of people say, I
8 believe your all's minds are made up, too.

9 **VOICE:** Right.

10 **WITNESS:** You all are going to increase it.
11 I've seen it before. You have the hearing, and the
12 hearing ain't nothing but a waste of time, just
13 like I told one lady. I'm going to fight, too,
14 because if Rosa Lee Parks done made the first step
15 to where she would refuse to give up her seat on
16 that bus in 1958, we wouldn't have the right to
17 ride on the front of the city bus today. If Dr.
18 King didn't fight for our rights, we would not be
19 here today.

20 [Applause]

21 **WITNESS:** Harriet Tubman, if she didn't fight
22 for us, we would not be here today either.

23 [Applause]

24 **WITNESS:** All of these people. So, please,
25 think it over. Please do not disappoint these

1 people, me and our people. It's a bad time. The
2 economy is bad. And I think it's foolish, too, to
3 want to go up on increasing rates at the time the
4 economy -- this is a bad time for everyone. People
5 losing jobs, people unemployed -- like myself.

6 I don't burn -- like I say, I cut back on
7 water and electric, too. I've gone back to the old
8 fashioned way like my grandmamma used to say, don't
9 flush the toilet down when you just take a leak in
10 it, let it stay there for a whole day. That's five
11 gallons of water. You're paying for it. Every
12 time you flush that toilet, that's five gallons of
13 water, and I was doing everything to conserve. And
14 with this rate increases, it's not being no better
15 -- like they're saying, it will not be no better.
16 And people who are sick, get sicker. And like they
17 say, you'll never stop paying bills until you're
18 dead, and even after you're dead and gone, you'll
19 still be paying those, because that cemetery has to
20 be watered. And that's all I have to say.

21 **CHAIRMAN FLEMING:** Thank you, Mr. Sims. Are
22 there any questions?

23 [No response]

24 **CHAIRMAN FLEMING:** Commissioners?

25 [No response]

1 **CHAIRMAN FLEMING:** All right. Thank you.

2 [WHEREUPON, the witness was excused.]

3 **CHAIRMAN FLEMING:** Ms. Horres?

4 [Witness sworn/affirmed]

5 THEREUPON came,

6 **E L E A N O R H O R R E S ,**

7 who, having been first duly sworn/affirmed, testified as
8 follows:

9 **WITNESS:** My name Eleanor Horres. I live at
10 659 Bank Street, in Mount Pleasant, South Carolina.

11 All night I've listened to this. And the
12 bottom line is that people are really frightened.
13 You've been very patient and you've listened to a
14 lot of stories. I know people with money who are
15 upset about their bills, and they -- you know, it
16 really does cut across the board. It does not have
17 to be any one particular income bracket that is
18 outraged by this.

19 I listened to the executives of Goldman Sachs
20 this afternoon testify, and it just reminded me of
21 SCE&G. When I call there with my problem, I'm
22 treated in a surly manner. There is no customer
23 service. It is a degrading experience. If you
24 have never done it, I can promise you, it is. I
25 would dearly love to have Berkeley Electric. They

1 are rolling back their rates, they are helping
2 people buy appliances, and they do seem to be
3 responsive to their customers. SCE&G has no reason
4 to do that.

5 I'm probably the closest thing to a
6 survivalist that my friends will ever know. I have
7 a wood-burning stove; I have solar tube lighting; I
8 have a smart water heater. I have insulation, new
9 doors, and new windows. My house was built in
10 1960. So, with everything that I've done, I look
11 at \$300 a month bills, too. And I believe that one
12 of the reasons is because whatever I do to my older
13 home, I cannot make it a new home. Therefore, I do
14 not meet the requirement that SCE&G puts on your
15 construction to be charged a lower rate.

16 I can't imagine it costing them any more to
17 produce electricity for my house than it does for a
18 house that's energy smart. They would simply use
19 less electricity. But I'm paying more per
20 kilowatt-hour because I can't meet those standards,
21 even with everything else that I've done.

22 The ball really is in your court, and I know
23 people feel like you won't do anything, but I am
24 sincerely hoping that you will. It takes courage
25 to do the right thing, and you just may be a

1 Commission that might do the right thing. I
2 sincerely hope so. I've been in touch with Mr.
3 Scott at the Regulatory Commission, and he's been
4 very kind. He's spent many, many minutes of his
5 time with me. And I'm trying not to feel desperate
6 about this, like everybody else is, but there just
7 doesn't seem to be much hope for the future without
8 you. You're going to hear these stories everywhere
9 you go, and I ask that you please not become
10 insensitive to them. I mean, many times when you
11 hear the same thing over and over again, it's easy
12 to tune it out, but I'm asking you not to.

13 Something -- and I don't know what it is, but
14 at some point, South Carolina Electric & Gas needs
15 to be held accountable for the way that they handle
16 their customers and for their inability to manage
17 their own finances. I don't know how anyone can
18 say any more than that. I do ask you, again, to
19 please have the courage to not let them walk away
20 with this, as they have so many times.

21 Do you have any questions?

22 **MR. BURGESS:** No, ma'am, we have no questions.

23 **CHAIRMAN FLEMING:** Commissioners? Thank --

24 **COMMISSIONER WRIGHT:** I do have one.

25 **CHAIRMAN FLEMING:** Oh. Ms. Horres. The

1 Commissioner has a question.

2 **EXAMINATION**

3 **BY COMMISSIONER WRIGHT:**

4 **Q** I have two. First, could you spell your last name for
5 me?

6 **A** H-o-r-r-e-s.

7 **Q** Thank you. Could you go into a little bit of detail
8 about the customer service? You mentioned that you got
9 -- were treated in a surly --

10 **A** Yes.

11 **Q** -- manner. Could you be more specific?

12 **A** Yes. Well, I have -- because my bills are very high and
13 I do not use electric heat during the winter because I
14 do have a wood-burning stove and I live in a
15 neighborhood that has a lot of trees and my neighbors do
16 save wood for me -- I mean, I'm really, really
17 interested in cutting back, so I do that. And I have --
18 I have called to ask that someone please help me, come
19 over and define where the weak spots are in my house, so
20 that I can improve -- because I've done everything else
21 I know to do. And my -- and, I mean, I've done this
22 more than once, and I get a shrieking scream from the
23 woman on the other end of the line saying, "How can we
24 possibly do that? We can't go out to everybody's house.
25 That's the most ridiculous thing I've ever heard."

1 Well, I grew up in Charleston. I'm from here. I'm
2 one of those strange, strange people that actually grew
3 up in Charleston. And I remember a time where SCE&G
4 representatives used to be your friends, and if you had
5 a problem, they would come out and talk to you. Or at
6 least, they were polite to you on the telephone. And we
7 are consumers; I believe they've forgotten that. The
8 fact that we don't have choices, as I understand, is
9 because our municipalities and our local governments
10 don't give us those choices. I would like to see
11 something done about that, as well.

12 I would, frankly, like to see the lowest bidder
13 take responsibility for our electric -- as our electric
14 provider. I worked with municipal governments, I've
15 been a personnel director, I've been a purchasing agent.
16 I'm very familiar with how the bidding process works and
17 what can be achieved when you actually put an item out
18 there for other people to give their best -- their best
19 shot on. And a lot of wonderful things can be done.
20 Many, many things can be accomplished. We don't have
21 that with SCE&G, and it's deplorable. It's -- our
22 municipalities have given us to a provider; we don't
23 have a choice in the matter.

24 The Town of Mount Pleasant a couple of years ago
25 addressed the idea of buying electricity wholesale and

1 reselling it to the residents, which I believe would be
2 a solution if the municipality wanted to take on that
3 responsibility. And I know that it would take leasing
4 lines from SCE&G to be able to do that; there would have
5 to be more personnel hired to manage that process. But
6 as familiar as I am with the Town of Mount Pleasant, I
7 can tell you that they manage to work within a budget
8 they can afford, and they have not raised their millage
9 rate in over a decade. And somehow they manage to pull
10 it off, and they are responsive to their citizens,
11 unlike SCE&G.

12 It used to be the seat of Berkeley County, years
13 and years ago, and I desperately wish it were now, so
14 that we could have a chance to have Berkeley Co-Op. I
15 would like to buy energy-efficient appliances through my
16 provider. I would like for my provider to care whether
17 I have them or not. And, you know, I'm a person that
18 lives alone, with my dogs. I have a 1,400-square-foot
19 house. There's no reason for my bill to be between \$200
20 and \$300 a month. There's absolutely none.

21 I have had my meter changed. I cannot see any
22 improvement with the brand new meters that they've
23 installed. I can promise you that they butcher trees
24 when they come out and cut them, so we're not getting
25 quality in that either, you know. It's really -- they

1 should be embarrassed. They should be embarrassed. But
2 they don't have to be, because they're a private entity.

3 Our police, our fire, our water are all essential
4 services, and they have to be responsive to the public.
5 From what I understand, you are appointed by our
6 District Representatives, and that's as far as your
7 responsibility goes to the public. I ask that you
8 please be sensitive to them. It's not just this
9 increase that we're worried about; it's the next one and
10 the one after that and the one after that. Thank you.

11 **CHAIRMAN FLEMING:** Thank you.

12 [Applause]

13 [WHEREUPON, the witness was excused.]

14 **MR. DONG:** Ms. Sheppard?

15 [No response]

16 **MR. DONG:** Moving on, B.J. Harrington?

17 [Witness sworn/affirmed]

18 THEREUPON came,

19 **B A R B A R A J. H A R R I N G T O N ,**
20 who, having been first duly sworn/affirmed, testified as
21 follows:

22 **WITNESS:** Barbara Harrington, 2339 South
23 England Street. I live in West Ashley.

24 I retired and moved here 13 years ago thinking
25 that I was going to have a nice retirement living

1 here with the cost of living, and every year since
2 I've been here, prices are going up. I'm on a
3 fixed income; I receive Social Security and a
4 pension. Homeowners insurance went up, water goes
5 up, and now the water bill is -- I mean, the light
6 bill is going up also. And I just came here to say
7 that I disagree with your increase in our bill.
8 And all my friends that are seniors in West Ashley,
9 where I live, I'm speaking for them, too. And
10 that's all I have to say.

11 **CHAIRMAN FLEMING:** Thank you, Ms. Harrington.
12 Are there any questions?

13 [No response]

14 **CHAIRMAN FLEMING:** Commissioners?

15 [No response]

16 **CHAIRMAN FLEMING:** All right. Thank you.

17 [WHEREUPON, the witness was excused.]

18 **MR. DONG:** To move things along, I'll name the
19 next four: Nicole Johnson, Hans Van Hesh, George
20 Adams, and Alma Washington

21 [Witness sworn/affirmed]

22 THEREUPON came,

23 **G E O R G E A D A M S ,**
24 who, having been first duly sworn/affirmed, testified as
25 follows:

1 **WITNESS:** My name is George Adams. I live in
2 West Ashley. My address is 741 Grant Road.

3 I have a serious problem with a monopoly. I
4 have a light bill here I want to read off. I had a
5 bill in January for \$79. I've got one for \$246 in
6 February. March, I got one for \$505. The next one
7 after the \$505, I got one for \$315. I went to
8 SCE&G and I applied for the payment plan because I
9 couldn't get this money at one time, and I got it
10 on down and paid \$217, and that was my monthly
11 plan, \$217. And they needed another \$217 within a
12 couple of weeks. I couldn't do it because I'm on
13 fixed income. I'm on Social Security and pension.
14 So they knocked me off the payment plan because I
15 didn't have the money at the time they needed it.
16 So, I paid the \$217 and paid the \$197 in April.

17 I did the math on my bill for three months,
18 February, March, and April. My bill came to
19 \$1,500, my light bill. I live by myself. Do the
20 math, three into 15, you come up with \$500 a month
21 average for those three months. By myself. I
22 don't have no kids in the house. My wife lives in
23 Walterboro. We have a home in Walterboro. She
24 called me the week before I got the \$505 electric
25 bill in March. The bill over there was \$400-and-

1 some. She said, "My God, you've got to help me
2 with this \$400-some." I said, "Okay, I'll do
3 that." The next week I got my bill, I got the
4 \$505. I told her she got to help me.

5 [Laughter]

6 **WITNESS:** You know? Because that's \$900
7 between two houses. My wife live by herself in
8 Walterboro. We have to have two homes because I
9 work -- I retired there, and it's ridiculous. It's
10 ridiculous. I've never seen nothing like this in
11 all my days. I've never had a light bill for \$500.

12 I don't run a restaurant. I don't cook, you
13 know, this, that. You know, this is suffocating,
14 you know, to people. Man, if you're on fixed
15 income -- I mean, I'm on Social Security; they done
16 froze it for two years. You know, no more raises
17 for over two years, you know, but now you all want
18 a 9.5 percent raise? It's ridiculous.

19 And that's all I have to say tonight, and I
20 thank you all very much for listening.

21 **CHAIRMAN FLEMING:** Thank you, Mr. Adams. Are
22 there any questions?

23 **MS. EDWARDS:** No questions, but I would ask
24 that you see our representative, Brad, based on the
25 information that you provided.

1 **WITNESS:** Yeah, can I say one more thing?
2 Yeah. Now, I got -- listen to this, I got a car
3 bill for \$87 dollars. I can live with that.
4 That's my car. \$87. See what I mean? They go
5 from \$79 to \$500, \$300, then go back down.
6 Something is wrong. Something is definitely wrong.

7 **MS. EDWARDS:** I would very much like it, if
8 you could come see us after the Commissioners have
9 had a chance to ask you any questions they have.

10 **WITNESS:** Okay.

11 **MS. EDWARDS:** Thank you, very much, sir.

12 **CHAIRMAN FLEMING:** Would you like to enter
13 those bills into the evidence of the case?

14 **WITNESS:** Sure.

15 **CHAIRMAN FLEMING:** All right. They will be
16 entered into the evidence of the case -- and we can
17 make copies, so you can keep the original -- as
18 composite Exhibit No. 8.

19 **WITNESS:** What's that?

20 **CHAIRMAN FLEMING:** It will be entered into the
21 evidence of the case as composite Exhibit No. 8,
22 and if you would, make sure that Ms. Wheat gets
23 those after the hearing.

24 **WITNESS:** Okay.

25 **CHAIRMAN FLEMING:** Thank you.

1 [WHEREUPON, the witness was excused.]

2 CHAIRMAN FLEMING: All right. The next
3 witness?

4 MR. DONG: Ms. Washington?

5 [Witness sworn/affirmed]

6 THEREUPON came,

7 A L M A W A S H I N G T O N ,

8 who, having been first duly sworn/affirmed, testified as
9 follows:

10 WITNESS: My name is Alma Washington. I live
11 at 2533 Old Georgetown Road in Mount Pleasant.

12 I also have a problem with SCE&G. I been
13 having a problem with SCE&G the last 15 or 25
14 years. My light bill -- I never had a normal light
15 bill. My light bill be from \$300-some-odd, \$500-
16 some-odd, \$600-some. One month my light bill
17 almost \$700 for one month. I don't know how they
18 expect me to pay. I'm on fixed income. I have two
19 of my grandkids live with me and a sick daughter.
20 I cannot afford to pay this kind of money for light
21 bills every month.

22 December, my light bill was \$400-some-odd.
23 January, my light bill was \$500-some. February,
24 \$634.34. This is ridiculous. I call SCE&G to come
25 and read my meter back in October. They come out,

1 they say everything was fine. Okay. October's not
2 cold. You don't need heat because the weather was
3 good. December was a cold month. I got a
4 fireplace. I buy wood, I use the fireplace. Only
5 turn the heat on at nighttime before the kids go to
6 bed. I don't cook but once a week. Since
7 everything is so high, we eat sandwiches. The kids
8 have cereal for supper, and when they go to school
9 in the morning they have cereal.

10 I'm trying to cut back everything. I've gone
11 to get a new hot water heater because they told me
12 something's wrong with my hot water heater. I went
13 and bought a new hot water heater. That doesn't do
14 anything. So I called them back again. They said,
15 "Well, you didn't have the electricity company
16 check your house." I called the electrician to
17 have him come out. He checked everything. He
18 said, "Ms. Washington, I can't find anything wrong
19 in your house to cause your light bill to increase
20 like that." He said, "You need to call SCE&G."

21 Okay, I went to SCE&G and tell them what Mr.
22 Floyd said. He said Mr. Floyd must not checked
23 everything, because it had to be something wrong.
24 I said, "Well, you all need to get a new meter." I
25 said, "Maybe the meter is not right." Okay. They

1 came out there for the meter. I saw them reading
2 my meter. After they left -- and before they came,
3 I always get a different reading. So I start doing
4 after they came. When I get my light bill this
5 month, I have a different reading from the one that
6 I did after they left. I don't understand it.

7 It seems like whatever was on there when they
8 do it, it should be on the light bill. How come
9 they went higher before, and then after I read
10 behind them? It shouldn't be like that. It should
11 be the same thing. If I read -- when he left and I
12 go to read my meter, when I get my bill, it's a
13 different number. The number on my bill is higher
14 than the one I got off the meter. I don't
15 understand it. Something is wrong somewhere.

16 SCE&G was charging me extra money -- they were
17 giving me a light bill for a house I didn't even
18 have. My house got destroyed by fire. They sent
19 me a light bill for three months straight. I
20 didn't even have a house. So I decided to go down
21 and find out how they read their meter. He said,
22 "Ms. Washington, we estimate your meter every
23 month." I said, "How could you all estimate
24 something?" I said, "So, where did you all find
25 the meter?" He said, "You live at 2532 Old

1 Georgetown Road?" I said, "Yes." I said, "I don't
2 have a house, So how did you read the meter?" You
3 know, so things like that happen.

4 Then people they don't care is having to pay
5 for that, paying for something they don't even use,
6 and that's a shame that SCE&G get away with murder.
7 That's all I'm saying.

8 **VOICE:** That's right.

9 **WITNESS:** And I had this little project, and
10 told this lady at the store -- we was talking about
11 light bills, and she said, "Where do you live?" I
12 say, "On Highway 17, Old Georgetown Road," so she
13 said, "I live in Hampton Plantation, and my light
14 bill is only \$200-some-odd." So if she can live in
15 Hampton Plantation, light bill \$200-some for
16 February, and mine was \$600-some, what's the
17 problem? Something got to be wrong here.

18 **VOICE:** That's right.

19 **WITNESS:** I don't have a big old house, so how
20 come their light bill can be cheap? If they have a
21 way to conserve light, electricity for someone live
22 in Hampton Plantation, why can't they do it for
23 people who live on Old Georgetown Road?

24 This is ridiculous. I mean, this is real sad.
25 It's real sad. I got to raise two grandkids and a

1 sick daughter. My daughter had a kidney transplant
2 two years ago, and she is still sick from that. I
3 can't afford to pay -- medicine is high for her.
4 One of her medications is almost \$800, for one.
5 They was giving me \$112 food stamps, and then they
6 cut that off last month. Said I made too much
7 money. How could I make too much? The government
8 sure didn't give me a raise on my Social Security
9 check. You see everything I'm up against now? I
10 just don't get it. So why -- you know, I don't
11 mind if they have a reason not to -- to take the
12 food stamp off, but to say that I make too much
13 money? Come on now, something wrong with this
14 case.

15 Something is seriously wrong here, so I hope
16 that you all will see these things and tell SCE&G,
17 no, they cannot get a raise. I mean, this is
18 ridiculous here. So you all please go to your
19 corners or wherever and just ask God to give you
20 all guidance to tell SCE&G, no, they cannot draw
21 poor people all their life. Enough is enough for
22 one thing. Thank you.

23 [Applause]

24 **CHAIRMAN FLEMING:** Thank you, Ms. Washington.
25 Are there any questions for Ms. Washington?

1 **MS. EDWARDS:** No, Madam Chair, although I
2 would ask -- Brad is right outside, if you wouldn't
3 mind speaking to him. Thank you. After the
4 Commissioners have any questions, of course.

5 **CHAIRMAN FLEMING:** Do the Commissioners have
6 questions?

7 [No response]

8 **CHAIRMAN FLEMING:** Thank you, Ms. Washington.

9 [WHEREUPON, the witness was excused.]

10 **MR. DONG:** The next four are Charles Nystrom,
11 Marvin Milligan, John Carr, Charlette Brown.

12 [Witness sworn/affirmed]

13 THEREUPON came,

14 **C H A R L E S N Y S T R O M ,**

15 who, having been first duly sworn/affirmed, testified as
16 follows:

17 **WITNESS:** My name is Charles Nystrom. I live
18 at 121 Anstead Drive, in Summerville. I was at the
19 meeting last night, so I'm a glutton for punishment
20 here.

21 [Laughter]

22 **WITNESS:** With the testimony given here so
23 far, I'm sure there's nothing I can add as to the
24 unpopularity of the requested rate increase. But a
25 couple of points I want to make, is, a comment was

1 made by 2020, we will not need SCE&G. Oh, yeah, we
2 will. If the folks here, a lot of them believe,
3 that there can be a magical conversion from fossil-
4 based fuels to other sources of energy -- solar,
5 wind, et cetera -- that will not be the case, and
6 you can be assured of that.

7 There's tremendous frustration, and I would
8 have to believe as a former businessman -- I ran my
9 own business for a number of years -- that this is
10 not requesting a rate increase, and a substantial
11 one, by SCE&G, it's not something they would like
12 to do. They would like to say, "We're going to
13 lower our rates." Circumstances I feel are
14 justified in what they're asking for something, the
15 amount of which will be determined by the
16 Commission.

17 As far as the frustration of the folks here,
18 they have to understand that in 2007, the federal
19 government passed the energy legislation which
20 requires substantial increases in efficiency in
21 appliances, for example; use of energy saving light
22 bulbs, for example. These have all caused price
23 increases to the consumer. We are now paying for
24 that. As a matter of fact now the government is
25 providing rebates as incentives to buy the higher-

1 priced appliances that the government mandated to
2 be used.

3 Now, another point that was made just a little
4 while ago was that, as the amount of energy used,
5 consumed was stagnant or even lower, that the price
6 per unit went up. Well, that's great. That's how
7 business works. As a businessman, I know that, as
8 my volume goes down and I have fixed costs, then my
9 unit price has to go up. This is nothing magical.
10 It's nothing evil. It's a natural consequence of
11 what goes on.

12 Now, I have to explain that I have no
13 connection whatsoever with SCE&G. I don't own any
14 of its stock, I'm not a contractor. I'm just like
15 everyone else here. I pay my bills, which lately
16 have been substantial. And I look to SCE&G for
17 reliable energy service, which for me, so far,
18 they've supplied. I'm not making any judgment
19 about their need for a rate increase or the amount
20 of increase. That's something that the Commission
21 will decide, and based on testimony here also given
22 by the other people.

23 As I mentioned, I attended the meeting last
24 night in Summerville, and after hearing the various
25 comments offered, I had a different understanding

1 of what was going on, and so I wanted to offer a
2 different point of view here now.

3 Now, like tonight, last night, I guess it
4 would be fair to characterize what went on as
5 people were overwhelmingly opposed to any request
6 for an increase. And, of course, that's what's
7 going on here right now.

8 **VOICE:** So what are you doing here?

9 **WITNESS:** Times are hard. That's a fact.
10 There are reasons for them being hard, but times
11 are hard. So how dare would SCE&G request an
12 increase, especially one of 9.5 percent? It's a
13 fair question and deserves an answer.

14 I submit at this time that one major reason,
15 one compelling reason, is that our government, your
16 government, says rates must go up. How so, you
17 ask? Because the government mandates by regulation
18 and environmental programs that utilities must
19 spend money building new facilities. The utilities
20 do not themselves decide this. The government
21 regulations and EPA programs, for example, say they
22 must, and they do, being law-abiding companies.

23 Instead it might better serve, if you're going
24 to -- if any of us are going to be upset about
25 what's going on, it might serve us better to be

1 angry with your government and your congressmen or
2 even your President about what's going on.

3 **VOICE:** It's not the President.

4 **VOICE:** It's Congress.

5 **VOICE:** It's not the President.

6 **WITNESS:** In other words, why not ask your
7 congressman why he doesn't fight --

8 **VOICE:** That's not true.

9 **VOICE:** That's not true.

10 **WITNESS:** -- these regulations? Why not ask
11 EPA why they can't --

12 **CHAIRMAN FLEMING:** Just a minute.

13 **WITNESS:** Why not ask the President to ease
14 the way to energy generation, as he has promised?
15 But for now your government has denied you and me
16 access to our abundant low-cost fuel sources that,
17 in turn, permit low-cost, reliable energy
18 generation. There was a time, and I've lived
19 through it, when government was our champion for
20 growth and energy generation. It's not so today.
21 Now our government says we cannot grow, we can only
22 conserve. It says we must do with less, and in so
23 doing the cost will go up.

24 Now, perhaps you are in general agreement with
25 the existing government regulations and continuing

1 EPA mandates. And if so, then you must be honest
2 enough to admit that such mandates, the costs are
3 not free; they do have a cost that you'll have to
4 pay.

5 **CHAIRMAN FLEMING:** Mr. Nystrom.

6 **WITNESS:** As for me, I don't want to pay any
7 rate increase, so I'm --

8 **CHAIRMAN FLEMING:** Mr. Nystrom.

9 **WITNESS:** -- doing my best to work with the
10 government.

11 **CHAIRMAN FLEMING:** Mr. Nystrom, you are way
12 past your time.

13 **WITNESS:** I'm sorry, time's up. Thank you. I
14 appreciate your time.

15 **CHAIRMAN FLEMING:** Thank you. Are there any
16 questions of Mr. Nystrom?

17 [No response]

18 **CHAIRMAN FLEMING:** All right. Thank you. At
19 this time we're going to take a ten-minute break
20 and return at 10 after 9.

21 [WHEREUPON, a recess was taken from 9:00
22 to 9:10 p.m.]

23 **CHAIRMAN FLEMING:** This hearing will now come
24 to order. Mr. Milligan?

25 [Witness sworn/affirmed]

1 THEREUPON came,

2 **M A R V I N M I L L I G A N ,**

3 who, having been first duly sworn/affirmed, testified as
4 follows:

5 **WITNESS:** Good evening. You know, this is my
6 first time I've ever been to one of these hearings
7 and I really feel -- don't get me wrong, I love the
8 United States. It's -- we have the best country in
9 the world, but then we also have to understand who
10 made --

11 **MR. DONG:** Mr. Milligan.

12 **WITNESS:** Yes.

13 **MR. DONG:** I'm sorry, I don't mean to
14 interrupt, but if you would, please give your name
15 and address for the record.

16 **WITNESS:** Oh, I am so sorry. My name is
17 Marvin Milligan. I live at 2561 Facet Road, North
18 Charleston, Apartment C-12. I apologize.

19 **CHAIRMAN FLEMING:** That's all right.

20 **WITNESS:** Like I said, I've never been to one
21 of these. All right. Well, like I said, you know,
22 I truly believe this is a fantastic country, but we
23 also have to understand the people back here are
24 the ones who made it. It's just been so hard. I
25 don't understand why. I mean, everybody's talking

1 about, yeah, the hard times. I've been there. You
2 know, I've lived, you know, in abandoned houses,
3 I've lived under bridges. I've been there, you
4 know? I know what it's like not to have the money
5 to eat. And I hear these people and, you know, it
6 gets into my heart.

7 You know, I don't believe they deserve what
8 they're asking for because, for one, I don't
9 believe in monopolies, okay, and I believe this is
10 what's going on here. They don't have -- like I
11 said, a lot of the people here, they don't have a
12 choice. They have to accept what is given to them,
13 no matter if they can afford it or not. And if
14 they can't afford it, then they don't have it.

15 Does people understand -- do they think about,
16 okay, how about these houses that burn down in the
17 wintertime because of the fuel oil they use,
18 because they can't afford their electricity? How
19 many people have -- you know, has died because of
20 it? Does anybody even think about that?

21 Also, with this nuclear plant that y'all are
22 talking about building, does anybody know that
23 we've got a fault line running around the railroad
24 track at Summerville? Anybody ever think about
25 that?

1 I mean, come on. It's like -- it seems like
2 what I hear all the time, it's like it's a now
3 thing. Nobody thinks about the future, nobody
4 thinks about what's going to, you know, take place
5 after the fact. Well, nobody cares, because
6 they're not going to be around. I just don't
7 understand.

8 Everybody's thinking about the now thing.
9 Look at 26, how many years ago did they work on it?
10 They increased it. Where are they at now? Nobody
11 thinks. Everybody wants a quick fix. I don't
12 understand.

13 What about the future of our kids? Anybody
14 ever think of that? No. People are dying because
15 they can't afford it.

16 That's all I got to say. Everybody wants a
17 buck. You know, the United States wasn't built on
18 money; it was built on God.

19 [Applause]

20 **WITNESS:** And everybody's forgot that. Thank
21 you.

22 **CHAIRMAN FLEMING:** Thank you, Mr. Milligan.
23 Are there any questions?

24 [No response]

25 **CHAIRMAN FLEMING:** Commissioners?

1 [No response]

2 **CHAIRMAN FLEMING:** Thank you.

3 [WHEREUPON, the witness was excused.]

4 **MR. DONG:** John Carr is next.

5 [No response]

6 **MR. DONG:** Charlette Brown?

7 [No response]

8 **MR. DONG:** Frances Flowers?

9 [Witness sworn/affirmed]

10 THEREUPON came,

11 **F R A N C E S F L O W E R S ,**

12 who, having been first duly sworn/affirmed, testified as
13 follows:

14 **WITNESS:** Good evening, ladies and gentlemen.
15 My name is Frances Flowers. My address is 623
16 Rutledge Ave.

17 I come before you because I, for the past year
18 -- matter of fact, all of last year -- I have been
19 in and out of the hospital. I've had four
20 surgeries just on my leg, because I'm not able to
21 walk. I had cancer three years ago. I was
22 diagnosed with cancer in that same leg. Now, as
23 you see, I am oxygen dependent.

24 While I was -- the last time when I was in the
25 hospital, of last year, they did some work on my

1 house. They made it -- they gave me a whole -- the
2 City gave me a brand-new hot water heater. I
3 bought all those new light bulbs that they're
4 talking about. I tried to make my house more
5 efficient. They did my air-conditioning,
6 everything. So, when I moved back into my house in
7 January, my light bill was about -- maybe about
8 \$200-some-odd. The next month, \$500-some; the next
9 month, \$700. I'm on Social Security disability,
10 and that's not -- that -- my check is not even
11 \$700.

12 So -- and now I'm scheduled for a heart
13 catheter between now and June. I -- you know, and
14 right now I'm really in no kind of shape to pay
15 that kind of bill. So, that's why I'm here, to do
16 a petition or to ask you to please, for the people
17 that cannot afford to do this, for the raise,
18 please, please think about the ones that can't.
19 There might be some that can, but I know I can't
20 afford it.

21 And then tomorrow, I'm going to be -- I have
22 to go to my physician because I'm not able to stand
23 nor walk that long, so they're going to put me in
24 an electrical wheelchair. That means I'll have to
25 use more electricity. I have oxygen 24/7. I have

1 the one that you -- the big one that you -- you
2 know, that you can walk around with in the house.
3 I have that running 24/7. So, if I had -- if my
4 electricity gets cut off, that means my life.
5 That's my lifestyle.

6 So, I'm just here to talk to you or talk to
7 someone about doing something about that. And I
8 thank you very much for listening to me.

9 **CHAIRMAN FLEMING:** Thank you. Are there any
10 questions for Ms. Flowers?

11 **COMMISSIONER WHITFIELD:** Madam Chairman.

12 **CHAIRMAN FLEMING:** Yes, Commissioner
13 Whitfield.

14 **COMMISSIONER WHITFIELD:** Thank you, Madam
15 Chairman.

16 **EXAMINATION**

17 **BY COMMISSIONER WHITFIELD:**

18 **Q** Ms. Flowers.

19 **A** Yes, sir.

20 **Q** You said your bill was \$200 --

21 **A** When I first went back, yes.

22 **Q** -- after you did all these energy efficiency measures?

23 **A** Yes, sir. Yeah.

24 **Q** Then it went to \$500, and then the next month to \$700?

25 **A** Yes.

1 **Q** Did I -- Okay.

2 **A** \$760-some-odd. I have the bill at home. I didn't bring
3 it with me.

4 **Q** All right. Thank you, ma'am.

5 **A** Because I was -- they were talking about the spiral
6 light bulbs would help. They said the new energy light
7 bulbs that they have, that they were advertising. And
8 they say -- I don't know what you call them now, but I
9 went and -- that's all I have in my house is those type
10 of bulbs.

11 **CHAIRMAN FLEMING:** You might want to speak to
12 the Office of Regulatory Staff, as well. We're
13 keeping them busy tonight, aren't we?

14 **WITNESS:** All right. Thank you, very much.

15 **CHAIRMAN FLEMING:** Uh-huh.

16 [WHEREUPON, the witness was excused.]

17 **MR. DONG:** Mr. Varner? David Varner.

18 [Witness sworn/affirmed]

19 THEREUPON came,

20 **D A V I D V A R N E R ,**

21 who, having been first duly sworn/affirmed, testified as
22 follows:

23 **WITNESS:** My name is David Varner. I live at
24 1300 Park West Boulevard, Number 505, in Mount
25 Pleasant, South Carolina.

1 I appreciate everybody's time here tonight. I
2 appreciate the fact that you are considering this
3 motion that has been put before you for this rate
4 increase.

5 I just really want to implore you, especially
6 after hearing so many other people's testimony, to
7 really consider it, to not just be going through
8 the motions here. You know, you've all been on the
9 board, I guess been given a place of honor to sit
10 and make these decisions, and I don't know what all
11 you do as a Commission, but I just hope that you --
12 plead with you to really take it seriously and take
13 a look at whether or not they really deserve this
14 increase. And I am equally concerned, as many
15 other people, that this is a monopoly. I firmly
16 believe that if there were some sort of competition
17 here, that they would not treat people the way that
18 they do. Some of the policies would be different.

19 I would also like to suggest, I think there
20 should be some sort of a third-party audit done
21 from top to bottom of their company, their
22 practices, their meter reading, customer service,
23 financials, all of it, because there is no
24 accountability, and it seems like there's a lot of
25 complaints. I've been hearing some of these people

1 that are on fixed incomes with \$5-700 bills, it's
2 just -- it's just insane.

3 I myself had a new air conditioner unit put in
4 our condo unit, and I did not realize it, but there
5 was an issue with it that was causing the heat coil
6 to come on when the air ran. It was done in the
7 winter, so we didn't really realize it was a
8 problem, and the bills were getting kind of higher
9 and getting kind of higher, and springtime came
10 last year. And I thought -- we got a \$600 bill.
11 Typically, our bills are like \$100, and so I was
12 like, "That's got to be a mistake," so, you know, I
13 just -- you know, my wife typically pays the bills.
14 I was like, "Hey, call SCE&G, find out. There's
15 got to be an error. There's no way we have a..." --
16 I've never had a \$600 bill in my life for power.
17 And I didn't really think much of it. It had to be
18 a mistake. Well, it wasn't.

19 Anyway, a few months -- and then we requested
20 a meter reader come out, and they came out to read
21 the meter, but -- and I can't swear to this part,
22 but I don't think they ever let us know when they
23 came and what they found. I think they just
24 checked it and it was okay. I could be wrong about
25 that part of it. But, anyway, I don't ever

1 remember hearing back from anybody about it, so
2 about three months ticked off. Meanwhile, you
3 know, our power bills were coming in \$600 a month
4 and, you know, we finally figured out what was
5 going wrong with the air conditioner unit, so we
6 unplugged the heat coils and that solved that
7 problem. But, you know, I called them up. I
8 called them asking for help, and I'm saying, "Hey,
9 there's no way. I'm on a budget here." I wasn't
10 on a totally fixed income, but I'm on a budget. "I
11 can't even be -- I need help with this," and
12 pleaded for help, because it was -- I mean, yes, we
13 used the kilowatts, but it was -- you know, this
14 never happened in my life before. Never happened
15 since. Hope to God it never happens again. I
16 thought, well, maybe there could be some grace cut
17 there, but, you know, there were some very nice
18 people trying to help me, but they were pretty
19 ruthless, pretty heartless. They are like, "No,
20 you've got to pay us," so they put me on the
21 payment plan that it seems like everybody in this
22 room is on.

23 And so we're paying a pretty astronomical
24 amount every single month until we get it paid off.
25 I lost my job a few months later. I was laid off

1 from my job as a construction manager, and we kept
2 paying this huge bill that I didn't have -- really
3 have the money to pay. And finally I called them
4 up one month and I was like, "Look, is there any
5 way I can please just pay my monthly bill and you
6 can take this payment plan, let me resume it in a
7 month or two when I get a job?" And they were just
8 totally heartless about it. "Oh, absolutely not,
9 Mr. Varner. If you don't pay, then it's all due,
10 all," you know all that past-due amount that ran
11 up. And I just find that very heartless, honestly.
12 I mean, there's no compassion there.

13 And I guess I have the question -- you know, I
14 realize that they are a monopoly here, they are
15 forced upon us, but, you know, they're a business.
16 There's a lot of businesses that are hurting,
17 there's a lot of people that are hurting right now,
18 and why are they even guaranteed a profit? You
19 know, why can they not have a tough year like a lot
20 of businesses? A lot of people have lost their
21 business, lost their homes, lost their jobs. What
22 would be wrong with SCE&G having a tough year or
23 two? They'd survive.

24 And I would like to add to that, too, I mean
25 they're all running around in brand-new trucks and

1 stuff. You know, they're not laying people off
2 that I know of. And I just -- I feel certainly
3 there are some cut-backs they could make that would
4 figure out a way to make it happen without this
5 increase.

6 **CHAIRMAN FLEMING:** Thank you, Mr. Varner.

7 [Applause]

8 **CHAIRMAN FLEMING:** Are there any questions for
9 Mr. Varner?

10 [No response]

11 **CHAIRMAN FLEMING:** Commissioners?

12 [No response]

13 **CHAIRMAN FLEMING:** All right. Thank you.

14 [WHEREUPON, the witness was excused.]

15 **MR. DONG:** Sean Thomas?

16 [No response]

17 **MR. DONG:** Sabrina Seymour?

18 [No response]

19 **MR. DONG:** Imam Sirasheed?

20 [Witness affirmed]

21 THEREUPON came,

22 **I M A M S I R A S H E E D ,**

23 who, having been first duly affirmed, testified as follows:

24 **WITNESS:** I'm Imam Sirasheed, 48 Oswego
25 Street, Charleston, South Carolina.

1 Good afternoon, Commissioners, SCE&G
2 representatives. Everything -- pretty much
3 everyone has said pretty much what I wanted to say
4 also. I'd like to respond right at this point --
5 what's the name of that company that do -- that has
6 a contract for the new meters? I'm not sure the
7 city, whether it's Greensboro or whatever, North
8 Carolina, that has the contract for the controls,
9 the new meters? What's the name of that company?
10 I think it's Greenville or something in North
11 Carolina? Somewhere in North Carolina? You know,
12 these little guys are running around with these
13 little contractors. You know, I did -- I went
14 online back earlier in about January, or so -- and
15 you all are not familiar with it?

16 **CHAIRMAN FLEMING:** We are not able to answer
17 questions. We just can hear the information that
18 you give to us.

19 **WITNESS:** All right. But the -- okay, so, if
20 I ask a question, you can't answer it?

21 **CHAIRMAN FLEMING:** No, but after the meeting,
22 you can go up to these two tables and they may be
23 able to help you.

24 **WITNESS:** Okay. Okay. Let's see what I can
25 find that no one has answered. Definitely the

1 rates are too high. You know, we poor people, we
2 just can't pay them. Even the rich people, you
3 know, they have a problem also. We do need
4 competition. That will help a whole lot. Then,
5 again, you know, I guarantee a lot of people in
6 here are with SCE&G, because it seemed like the
7 normal people that have -- the people here in
8 Charleston have already left. Most of the people
9 here probably in the back right here are from
10 SCE&G, so, you know, it's sad that, you know, you
11 couldn't hold this a little bit earlier, so
12 everybody could come a little earlier and share.

13 Let's see. Yes, SCE&G. Yes, we need
14 competition. There is no downs, and the survival
15 of the fittest is where we are at now in this day
16 and time. You know, no one cares about anybody,
17 especially SCE&G. You know, they just -- they just
18 don't have any heart.

19 Commissioners, you are responsible. It's your
20 responsibility to be human, to be human, and to
21 listen and to receive each and every one's
22 complaint. But like I said, you've never turned
23 down SCE&G before. What you have done in the past,
24 you've given them months, okay, six months here or
25 whatever, whatever number of months are delayed and

1 they go ahead and give them a -- why do you do
2 this? Why do you do this? Remember you yourselves
3 have family and, you know, everyone is going to --
4 you know, our grandchildren, probably your great-
5 great-grandchildren down the road will suffer also.
6 Yours, too. All of ours will suffer because of
7 disparagies. You're just digging us in a hole
8 because there's no -- there's no -- there's no
9 equality here.

10 Like one gentleman just said a minute ago that
11 this country is built by the people for the people.
12 Where's the representation for the caring of the
13 people? Is it caring for the stockholders, only
14 the stockholders? The big million-dollar building
15 they are building up there, down there in Beaufort?
16 It's a shame. It's a disgrace before God. It's a
17 shame and a disgrace.

18 You know, maybe it's not a question of whether
19 you are going to give SCE&G the rate, it's when you
20 are going to give it to them, how much, and then,
21 you know, they'll be satisfied because they're not
22 hurting. They're really not hurting.

23 Let's see, what else? It's a shame. You
24 know, maybe the executives are getting too much
25 money. You know, put it all on the table and let's

1 see what the executives are making and some of the
2 others.

3 Well, that was a quick five minutes there.
4 When I was sitting down, you know, that five
5 minutes seemed like a year down there, but now, you
6 know, mine has gone very fast. Thank you, very
7 much.

8 I know you, the panel, the Commissioners you
9 all -- you're probably not elected officials,
10 you're probably appointed by whomever. You know,
11 it's a shame that not one African-American is on
12 that board, and as everyone is aware, we're, I
13 believe, one-third of the State of South Carolina.
14 Thank you, very much.

15 **CHAIRMAN FLEMING:** Thank you. Are there any
16 questions?

17 [No response]

18 **CHAIRMAN FLEMING:** No? Commissioners?

19 [No response]

20 **CHAIRMAN FLEMING:** No? All right. Thank you.

21 **WITNESS:** Thank you for all that you're doing
22 tonight.

23 **CHAIRMAN FLEMING:** Thank you.

24 [WHEREUPON, the witness was excused]

25 **MR. DONG:** Deborah Barnett.

[Witness sworn/affirmed]

THEREUPON came,

D E B O R A H B A R N E T T ,

who, having been first duly sworn/affirmed, testified as follows:

WITNESS: I'm Deborah Barnett. I live in West Ashley, 1020 Little John Drive, Charleston, South Carolina.

I got disabled and it were 6th of '88 when two girls assault me from picking up my kids at daycare, and got me disabled. And they got away with it. I had an attorney and everything else, and they walked away and they didn't went to jail. They paid no medical bill. The lawyer I had didn't even sue the ticket. I live off of medicine seven days a week, 24/7. I bring my oxygen -- I bring my oxygen that I got to use for electricity. They have my light off twice, and the grace of God, one of the workers asked what I was -- had a heart to talk to her boss and asked them please cut my electric back on, because I'm blind in my right eye. That's how bad these girls assault me, that it affected my eye. And something so small, that I didn't see -- it was on my birthday, December the 5th, was my light bill supposed to be due. To me,

1 it looked like a "6" instead of a "5," and she was
2 nice enough, she went and talked to her boss twice
3 to have my lights not being cut off because my
4 income ain't enough, and bills, can tell you if you
5 ain't got oxygen, your light bill -- but I have to
6 have oxygen. I got a machine to take my asthma, so
7 I told them, I need to take my asthma medicine.
8 Today, this afternoon, the lady called me to let me
9 know my oxygen medicine getting ready to come UPS,
10 delivered every month, because these girls assault
11 me in '88. And that's sad that I am the victim and
12 don't have enough money to pay all my bills. I
13 live off of medicine. Along from January till now,
14 I done paid \$100 out of my pocket for medicine this
15 year already. I had human resources this month, by
16 me being disabled, they paid \$240 for my light
17 bill. I go in to Star Gospel, and the minister had
18 the nerve to tell me, "We don't help people
19 disabled or get a monthly check. Call the utility,
20 they'll give you some stimulus money to pay your
21 light bill." And that wasn't fair. I was a
22 nurse's assistant. I had a job, and I lose my job
23 for these two girls assault me, so who am I -- and
24 I still back and forth in the hospital, too, right
25 now. I may have to have surgery again. I went to

1 one doctor and he done see all the surgery I had on
2 my stomach, so he tell me it ain't necessary and it
3 is, because I've got a tumor, so now I'm waiting
4 for MUSC to have my stomach -- send me the tests to
5 see if they will do the surgery on my stomach now,
6 and that's not right. I don't have enough money.
7 I don't mind paying my bill, but you can't pay it
8 with what you don't have. And they just don't --
9 it's like they don't have a heart for the disabled
10 people and the senior citizen. My machine went
11 bad, so I had to try to get a machine to wash my
12 clothes. I can't even get that done and that's so
13 wrong that we innocents struggling and this
14 supposed to be a holy town, holy city, supposed to
15 look out for one another, but they stopped doing
16 that. It's all the big one to little one anymore,
17 and that's not right. That's all we ask of you
18 all, to help us, you know. God will bless people
19 when you look out and help one another, and I
20 always tell people God bless, my granny lived to
21 see 90, in '05 she passed, and I thank God for
22 seeing 56. I was 35 when these girls assault me,
23 and it hurts to try to keep fighting, fighting for
24 what? Everybody here God put for a reason, and
25 when it's time to go, God's eye will take you, not

1 man or woman to take you, ain't right to do that.
2 So that's what we ask the company, please work with
3 us with something that will help, because this
4 going to be a mistake. My light bill at one time
5 will be \$70 and \$80. Since -- before you even get
6 that meter in, \$100-and-some every month. Hey, in
7 the summertime the higher would be, not the
8 wintertime, but even all year round now and after
9 they put that meter, oh, God, it stay \$150 or more
10 a month. And then when you ask them to do the
11 little pay period, to pay half, they let you do it,
12 and then if you can't do it, they threaten you.
13 That's a warning. And if you don't get it paid,
14 they will cut you off. You can't steal if you
15 don't have any food; you got to eat. You got to
16 take your medicine. How you supposed to do it all?
17 I live alone, by myself, too. And I got a Lifeline
18 button on me, for me not to get -- if I get that
19 sick. I got it like my brother-in-law, that's how
20 bad that girl assault me in '88. God bless me,
21 yesterday my son see 23. I end up the 6th of this
22 month be 22 years since these girls assault me and
23 my health ain't getting better. It keep getting
24 worser, but I thank God I still see some to help
25 me, and I go out and if somebody need my help, I

1 still reach out and help other people, because I
2 was a nurse. If you have to have help, it's great.
3 You still show compassion and help somebody else
4 even if they dying or not. I just can't see and
5 don't help somebody else. But I mean, when I need
6 my help, I would like to have y'all go back to
7 reach back and help other people just as well as I
8 can do it, then y'all can do the same thing, too,
9 you know. So I thank you all, very much.

10 **CHAIRMAN FLEMING:** Thank you. Are there any
11 questions?

12 [No response]

13 **CHAIRMAN FLEMING:** Commissioners?

14 [No response]

15 **CHAIRMAN FLEMING:** All right. Thank you, very
16 much.

17 [WHEREUPON, the witness was excused]

18 **MR. DONG:** Lowell Bruton?

19 [Witness sworn/affirmed]

20 THEREUPON came,

21 **L O W E L L B R U T O N ,**

22 who, having been first duly sworn/affirmed, testified as
23 follows:

24 **WITNESS:** My name is Lowell Bruton, and I live
25 at 4321 Bonaparte Drive, North Charleston.

1 I'm here today to say that you all are
2 beginning to price yourself right out of business,
3 because there is other technology, and I don't know
4 why you all want to deal with this nuclear stuff if
5 you don't have to. There is something called the
6 Bloombox. I don't know if you've ever heard of it,
7 but it's a new technology that uses biofuel.
8 Nobody has to use your grid. They can produce
9 their own electric at home.

10 I would implore everybody in here to go on the
11 Internet and look up bloomboxenergy.com and you
12 will find that there is a technology that you can
13 produce your own electric.

14 And as you see a whole lot of people has left,
15 and this is what would happen to SCE&G if you keep
16 raising these rates. You're going to price
17 yourself right out of business, because people
18 can't afford it. As you can tell. As you heard.
19 People can't afford it. You're going to price
20 yourself out of the business.

21 And I'm telling you, people, look up on the
22 Internet bloombox.com, and you will see, just like
23 I saw. But I'm telling you guys, if you all don't
24 stop raising these rates, nobody can't afford it.
25 If nobody can't afford it, then, you know, you guys

1 are going to be out of business pretty soon. Well,
2 I won't say pretty soon, but you understand what
3 I'm saying, unless you can change this technology
4 and you all have the -- you all have the know-how
5 and the will. Well, I don't about the will, but
6 you do have the know-how. All you have to do is
7 just change it. You don't need no nuclear plant.
8 You don't need that. The technology is here.
9 Y'all just refuse to use it. And that's really all
10 I got to say.

11 **CHAIRMAN FLEMING:** Thank you. Just a minute,
12 Mr. Bruton.

13 **VOICE:** Would you please repeat the website?

14 **WITNESS:** Bloomboxenergy.com.

15 **VOICE:** Are you saying "boom"?

16 **WITNESS:** "Bloom," b-l-o-o-m.

17 **VOICE:** Bloom.

18 **CHAIRMAN FLEMING:** Are there any questions?

19 [No response]

20 **CHAIRMAN FLEMING:** Commissioners?

21 [No response]

22 **CHAIRMAN FLEMING:** All right. Thank you.

23 [WHEREUPON, the witness was excused.]

24 **MR. DONG:** Darrell Singleton?

25 [No response]

1 **MR. DONG:** Larry Carter?

2 [No response]

3 **MR. DONG:** Sandra Holmwood?

4 [No response]

5 **MR. DONG:** Eddie Garroway?

6 [No response]

7 **MR. DONG:** Marvin Washington?

8 [Witness sworn/affirmed]

9 THEREUPON came,

10 **M A R V I N W A S H I N G T O N ,**

11 who, having been first duly sworn/affirmed, testified as
12 follows:

13 **WITNESS:** Marvin Washington. I can't afford a
14 residence. I have to live at my business. I don't
15 know if I'm going to be there because of SCE&G.
16 But, you guys, I promise you I won't beat you up.
17 Thank you for your time. SCE&G. I'm from here,
18 but you guys make me want to leave, man. I can't
19 stay. We have a shoe repair shop on King Street.
20 We've been there for 31 years. My grandfather has
21 been in this business 70 years in Charleston. The
22 whole time, we never had a bill over \$60. My
23 grandfather is 89 years old. He's from the old
24 school, and there be plenty of old buildings, so --
25 that 1.5 percent you get in your balance every

1 month, that does a lot, gets you a long way.

2 Personally, I don't know where it goes. I never
3 know. But he continue to get that 1.5 every month
4 on his bill. With that being said, with that being
5 said, we still haven't had a bill over \$60, or \$55.

6 I have some bills here that can back me up.
7 January -- well, I'll get ahead of myself.
8 December. December, I think we had a bill of --
9 let's see. September, my bill was \$50.73. Okay.
10 that's '09. I'm sorry. September '09. October,
11 \$45.10, '09. October '09. November '09, \$30.27.
12 December 28, '09, \$45. \$45. January 2010,
13 \$381.22. February 25th, 2010, \$807.

14 **VOICE:** God.

15 **WITNESS:** March 26, 2010, \$840.79. Do the
16 math. I contact your company. I contact SCE&G by
17 phone several times. Everybody I speak to give you
18 their opinion as to why it's that way, okay? I'm
19 at the point in time -- anyway, but I have a
20 business I'm trying to run, I'm trying to keep the
21 doors open, shoe repair guy, and they are far and
22 few. You probably can't find one hardly. So, to
23 let you know what I'm working with, I give up a job
24 \$1,500 a week to come here and take this over.
25 It's my grandfather's business all his life. I

1 don't get a check. At the end if we've got money,
2 I might get \$50 for myself. I squeeze that. When
3 I bring you \$381 and \$400 and \$500, I have to stay
4 at the shop. There's no result. Again, I called
5 SCE&G a fourth time and everybody has an excuse as
6 to why my bill is that much. The building is
7 probably 12 foot long, probably eight foot wide.
8 We have three fluorescent lights in it and one over
9 the table that I work on. I plug it up
10 individually every day. The main light, it has two
11 lights up the center, and I come in the door and
12 turn that on. There's another light over the only
13 machine. I plug it up individually. So when I'm
14 not doing anything during the day, I unplug those
15 lights. My grandfather didn't do that, but I do
16 that because I'm -- so I unplug those two lights
17 when I'm not using them. I have one light in the
18 center of the building.

19 Again, with that being said, there it is
20 again, I go to SCE&G. I close the shop and go to
21 SCE&G. Okay. "Well, we're looking at the screen
22 here," this, that and the other. "This is your
23 bill. You need to pay it. If you don't pay it,
24 you'll get terminated." Okay, we have machines
25 that are run by electricity. Those machines are

1 older than me. I'm 55 and the machine has been
2 there when I got there. My grandfather, he
3 started the business. We've been there 30 years,
4 right there -- 31 years, right there. And these
5 machines, it's nothing new in there. I'm the
6 newest thing there.

7 Well, I went to SCE&G a second time. Closed
8 my shop and went down there a second time. They
9 finally said, "Okay, we're going to send someone
10 out there." Guy came out there. He looks at the
11 meter. He says, "Yours says 2,500 units," or
12 whatever he says. He goes to the guy next door to
13 look at his, saw his is 9,000 -- he says, "No, they
14 got you down for 9,000. It's not yours. It's this
15 guy here, is 9,000." So now, they say this new
16 meter -- the guys come up with something new, I
17 understand technology. You know, everything can
18 change. Technology can change. I understand where
19 you guys are trying to go. But I still don't see
20 you getting that 9½ percent to do whatever needs to
21 be done, providing you've got money already. As I
22 have my bill with me, why, because I'm getting
23 billed for something that's not mine, Now, mind
24 you, I had to pay this bill, so I paid \$400. So,
25 when they discovered that wasn't my bill, it seems

1 the right thing to do was give me my money back,
2 that they owe me. SCE&G don't do that. I have a
3 problem with that. It's your fault. It's your
4 fault that I had to pay you to begin with, because
5 your people didn't do their jobs like they supposed
6 to do. And then you run me down, make me close my
7 business. I'm losing money as I speak, as I am
8 there with you, and you still don't give me my
9 money back. That didn't work, okay? So when they
10 came out, the guy says he'd straighten it out.
11 Okay. Three weeks later -- I went, three weeks
12 later, contact them again, "When I'm going to get
13 my money back?" "Well, we'll get with you. We'll
14 have someone contact you." Three days passed,
15 nobody contact me, so I contact them again. I went
16 down there again. At this point, I'm upset. "So
17 when we going back there again?" Now they're
18 saying, "Well, okay, here's what we are going to
19 do. We're going to give you credit for \$28 and
20 some change, \$28.60 or something, out of the \$400."
21 Instead of giving me my money back, they give me
22 \$28 credit back. So now, at first, they say they
23 would take that bill that they said was mine, the
24 \$800-some, "Well, you don't have to pay that. We
25 just kicked it. Don't worry about it." So then I

1 ask for my money back. They said, "Okay, we're
2 going to adjust your rate, we're going to adjust
3 your bills for January, February, and March." So
4 when they include it all, I understand I got a \$20
5 credit. Okay. Mind you, I never had \$100 bill in
6 31 years, and all of a sudden, I got this \$400
7 sitting there and you won't give it back to me. So
8 now you want to say by the January bill we'll owe
9 you some dollars; by the February bill -- I think
10 was \$107 for January; February was like \$115, \$120;
11 March was \$140. Now, they still didn't give me my
12 money back, so I go there again and they say,
13 "Okay, well, we readjusted. We give you -- you
14 have \$60-and-some-cents credit." Okay, so here's
15 my next course of action, because I'm tired. I
16 mean, this is unreal. I'm losing money. Costing
17 me money. You want your money. You send me a
18 bill, you want your money. You give me a grace
19 period to pay on, and if I don't the service is
20 interrupted. I can't run those machines without
21 light or without power. I can't turn the lights on
22 without power. I can't run a business without
23 power. Give me my money back. Pull up the -- go
24 back, look at the account, you can see what my bill
25 was. You got a new meter. Well, maybe the meter

1 wasn't reading right. Y'all been in business 100
2 years, and you don't know how to do this yet? Come
3 on, I don't want to close the doors. And I really
4 don't like to be forced to do something. You guys
5 force me to use you, and it's not right. It's not
6 right. Commissioners, this is not right.

7 **CHAIRMAN FLEMING:** I understand you feel very
8 strongly. Could you -- if you could wrap it up,
9 but I think maybe if you could speak to the Office
10 of Regulatory Staff, and if you have those bills,
11 would you like to enter them into the --

12 **WITNESS:** I most definitely will.

13 **CHAIRMAN FLEMING:** Okay. That would be
14 entered into the evidence of the case as Hearing
15 Exhibit No. 9, and they'll make copies of your
16 bill.

17 **WITNESS:** Can I say one other thing to SCE&G?
18 SCE&G, please give me my money back. I want my
19 money in my hand. I don't want no credit. I pay
20 my bill every month. Give me what's due to me.
21 Don't give me no credit, and that's -- right now,
22 come today, I'm trying to find today who I need to
23 send these payments to and they give me the
24 runaround for 40 minutes, so --

25 **CHAIRMAN FLEMING:** Mr. Washington, I think you

1 may be able to get some help from the Office of
2 Regulatory Staff.

3 **WITNESS:** Thank you, very much.

4 **CHAIRMAN FLEMING:** All right. Are there any
5 questions? Okay. Commissioner Howard.

6 **EXAMINATION**

7 **BY VICE CHAIRMAN HOWARD:**

8 **Q** How much do you say SCE&G owes you?

9 **A** Well, my bill would be \$56 a month. I mean, no more
10 than that. All of a sudden, I go to \$107, \$115, \$120.
11 So I feel that that's like that, because the fact the
12 money is there. I hadn't got a new bill yet, because
13 they still say I got a credit, so like I say, they
14 already went back -- so from \$30 to \$60, but that's
15 still not right. The history of the account will tell
16 it.

17 **VICE CHAIRMAN HOWARD:** Thank you.

18 **CHAIRMAN FLEMING:** If you could make sure that
19 Ms. Wheat has those bills?

20 **WITNESS:** Okay, I will.

21 **CHAIRMAN FLEMING:** And you will probably need
22 them for the Office of Regulatory Staff. Thank
23 you.

24 **WITNESS:** Thank you.

25 [WHEREUPON, the witness was excused]

1 **MR. DONG:** Norm Hewitt?

2 [No response]

3 **MR. DONG:** Kenneth Johnson?

4 [No response]

5 **MR. DONG:** Catherine Burnell?

6 [No response]

7 **MR. DONG:** Andrew Harrison?

8 [No response]

9 **MR. DONG:** Otis Moore?

10 [No response]

11 **MR. DONG:** Erin Watson?

12 [No response]

13 **MR. DONG:** Donna McDaniel?

14 [No response]

15 **MR. DONG:** Have I missed anyone who still
16 wants to speak?

17 [No response]

18 **CHAIRMAN FLEMING:** Well, I want to thank
19 everyone for being here tonight. We've lost most
20 of our people, but we still have some hard-core
21 people that have stayed till the end, and we
22 appreciate that. We would invite any of you who
23 would like to come to Columbia for the hearing that
24 begins on Monday, May 24th, at 10:30 in the
25 Commissioners' Hearing Room at 101 Executive Center

1 Drive in Columbia.

2 Thank you very much for all the information
3 tonight, and I hope you all have a safe trip home.
4 This hearing is now adjourned.

5 [WHEREUPON, at 9:55 p.m., the hearing in
6 the above-entitled matter was adjourned,
7 to reconvene on May 6, 2010, at 6:00
8 p.m., in Aiken, South Carolina]

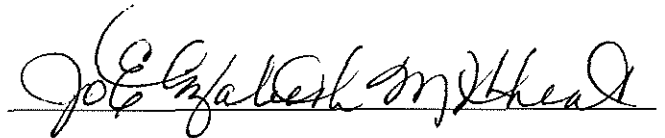
9
10 [WHEREUPON, Hearing Exhibit Nos. 8 and 9
11 were marked and received in evidence.]

12
13 [WHEREUPON, Hearing Exhibit Nos. 6 and 7
14 shall be marked and received in evidence
15 upon receipt of same.]

C E R T I F I C A T E

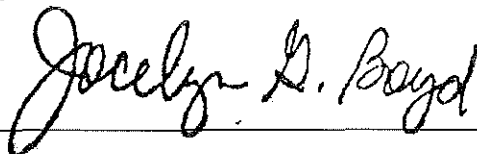
I, Jo Elizabeth M. Wheat, CVR-CM-GNSC, do hereby certify that the foregoing is, to the best of my skill and ability, a true and correct transcript of all the proceedings had and testimony adduced in an evening public hearing held in the above-captioned matter before the Public Service Commission of South Carolina;

IN WITNESS WHEREOF, I have hereunto set my hand on this the 5th day of May, 2010.



Jo Elizabeth M. Wheat, CVR-CM-GNSC

ATTEST:



Jocelyn G. Boyd

INTERIM CHIEF CLERK/ADMINISTRATOR